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GFI Backup 2010 Business Edition

Agent User Guide

http://www.gfi.com

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Contents

1 About GFI Backup 1

1.1 Introduction ... 1
1.2 Using this manual ... 1
1.3 Terms used in this manual ... 2

2 Setting up backup tasks 3

2.1 Introduction ... 3
2.2 Adding a new backup task ... 4
2.3 Starting previously created tasks ... 13
2.4 Stopping tasks in progress ... 14
2.5 Modifying existing backup tasks ... 14
2.6 Deleting tasks ... 14

3 Restoring backups 15

3.1 Introduction ... 15
3.2 Restoring complete backups ... 15
3.3 Restoring individual/multiple items from backup ... 16

4 Tape backup and restore 19

4.1 Introduction ... 19
4.1.1 Supported tape drives ... 19
4.2 Backup data to tape ... 19
4.3 Restore data from tape ... 20

5 Microsoft SQL Server backups 23

5.1 Introduction ... 23
5.2 Creating a new Microsoft SQL Server backup task ... 24
5.3 Running a Microsoft SQL Server backup task ... 27
5.4 Restoring a Microsoft SQL Server backup ... 29

6 Sync tasks 33

6.1 Introduction ... 33
6.2 Create a new sync task ... 33

7 Viewing tasks 43

7.1 Introduction ... 43
7.2 Viewing tasks ... 43

8 Customizing GFI Backup 45

8.1 Introduction ... 45
8.2 Customization options ... 45
8.2.1 General Settings ... 46
8.2.2 Task Settings ... 47
8.2.3 Email Settings ... 49
8.2.4 FTP Connections ... 50
8.2.5 Masks ... 51
8.2.6 Logs ... 53
8.2.7 Administration Console ... 54

9 Troubleshooting and support 57

9.1 Introduction ... 57
9.2 Common Issues ... 57
9.3 Knowledge Base ... 58
9.4 Web Forum ... 58
9.5 Request technical support ... 58
9.6 Build notifications ... 59
9.7 Documentation ... 59

10 Glossary 61

11 Appendix 1 - System tray options 65

11.1 Introduction ... 65
11.2 GFI Backup system tray ... 65

Index 67

1 About GFI Backup

1.1 Introduction

The GFI Backup Agent is the user-side component of GFI Backup for SMB and apart from providing the backup, restore and monitoring functions that are administered by the systems administrator, enables users to set up their own backups, restores and sync tasks. This gives users an additional tool with which to safeguard data stored on their local computer.

1.2 Using this manual

This user manual is a comprehensive guide aimed at assisting you in configuring and using GFI Backup. It builds on the instructions in the GFI Backup 'Getting Start Guide' and 'Administration and User Guide'.

GFI Backup documentation is available from:

http://www.gfi.com/business-backup-software/manual

This manual contains the following chapters:

CHAPTER	DESCRIPTION
Chapter 1	**About GFI Backup** Introduces this manual and gives basic information on how to use it.
Chapter 2	**Setting up backup tasks** Gives detailed information on how to configure and manage backups.
Chapter 3	**Restoring backups** Provides detailed information on how to restore backups.
Chapter 4	**Tape backup and restore** Describes how to configure, execute and restore backups to tape drive.
Chapter 5	**Microsoft SQL Server backups** Provides a detailed description of how to configure and execute Microsoft SQL Server Backups
Chapter 6	**Sync tasks** Describes how you can use GFI Backup to create tasks that synchronize data between two locations.
Chapter 7	**Viewing tasks** Provides a detailed description of how to review previously created tasks.
Chapter 8	**Customizing GFI Backup** Describes how you can customize GFI Backup to suit particular system administrator needs and requirements.
Chapter 9	**Troubleshooting and support** Provides you with all the necessary information on how to deal with troubleshooting any problems encountered while using GFI Backup. Also provides extensive support information.

CHAPTER	DESCRIPTION
Chapter 10	**Glossary** Defines technical terms used within GFI Backup
Chapter 11	**Appendix 1 - System tray options** Describes the functions accessible from the GFI Backup system tray icon.

1.3 Terms used in this manual

The following terms are used in this manual:

TERM	DESCRIPTION
NOTE:	Additional information and references essential for the operation of GFI Backup.
	Important notifications and cautions regarding potential issues that are commonly encountered.
►	Step by step navigational instructions to access a specific function.
Bold text	Items to select such as nodes, menu options or command buttons.
<Italics text>	Parameters and values that you must replace with the applicable value, such as custom paths and filenames.

For any technical terms and their definitions as used in this manual, refer to the Glossary chapter in this manual.

2 Setting up backup tasks

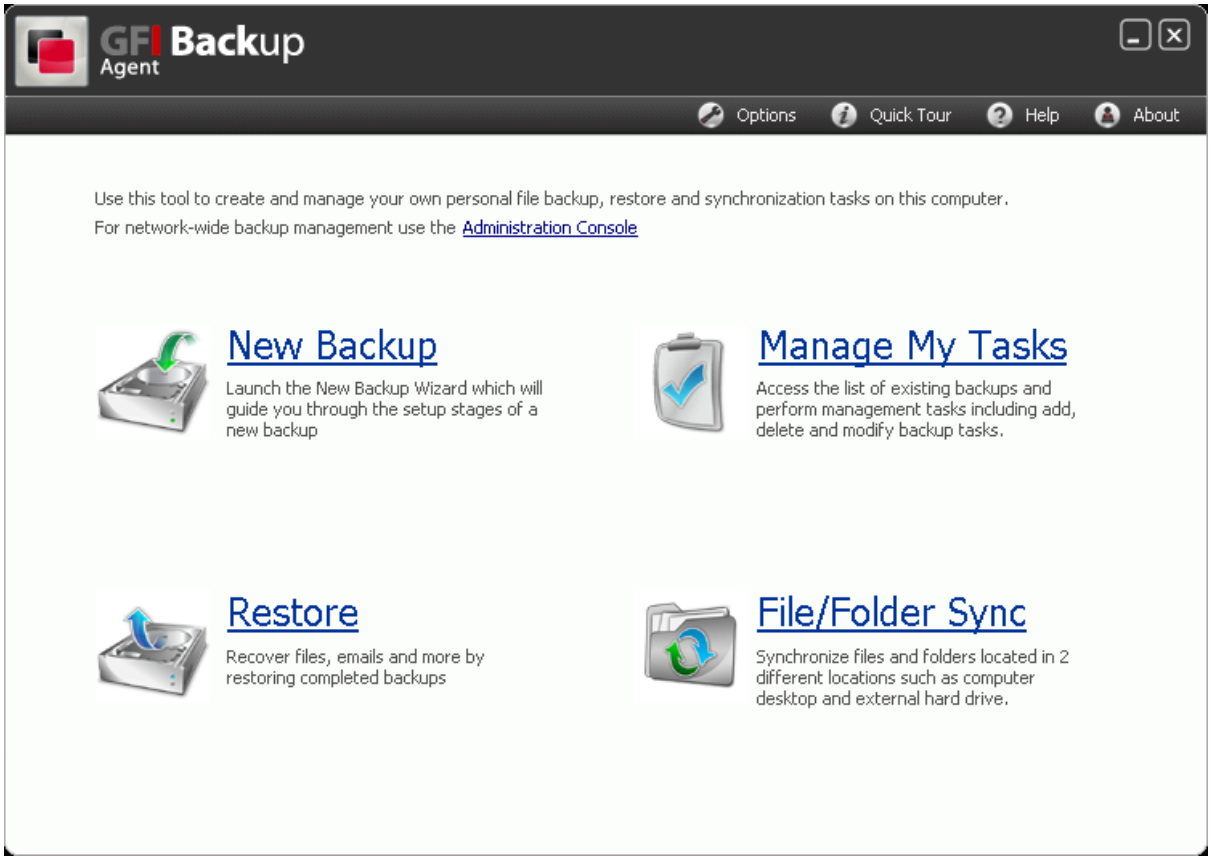
2.1 Introduction

In this chapter, the following tasks are covered:

- Adding a new backup task
- Starting previously created tasks
- Stopping tasks in progress
- Modifying existing backup tasks
- Deleting tasks

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

2.2 Adding a new backup task


GFI Backup
Agent
Options
Quick Tour
Help
About
Use this tool to create and manage your own personal file backup, restore and synchronization tasks on this computer.
For network-wide backup management use the Administration Console
New Backup
Launch the New Backup Wizard which will guide you through the setup stages of a new backup
Manage My Tasks
Access the list of existing backups and perform management tasks including add, delete and modify backup tasks.
Restore
Recover files, emails and more by restoring completed backups
File/Folder Sync
Synchronize files and folders located in 2 different locations such as computer desktop and external hard drive.

Screenshot 1 - GFI Backup Agent

1. From the GFI Backup Agent main screen, select **New Backup** option.

2. In the **General** tab, key in the new backup task details:

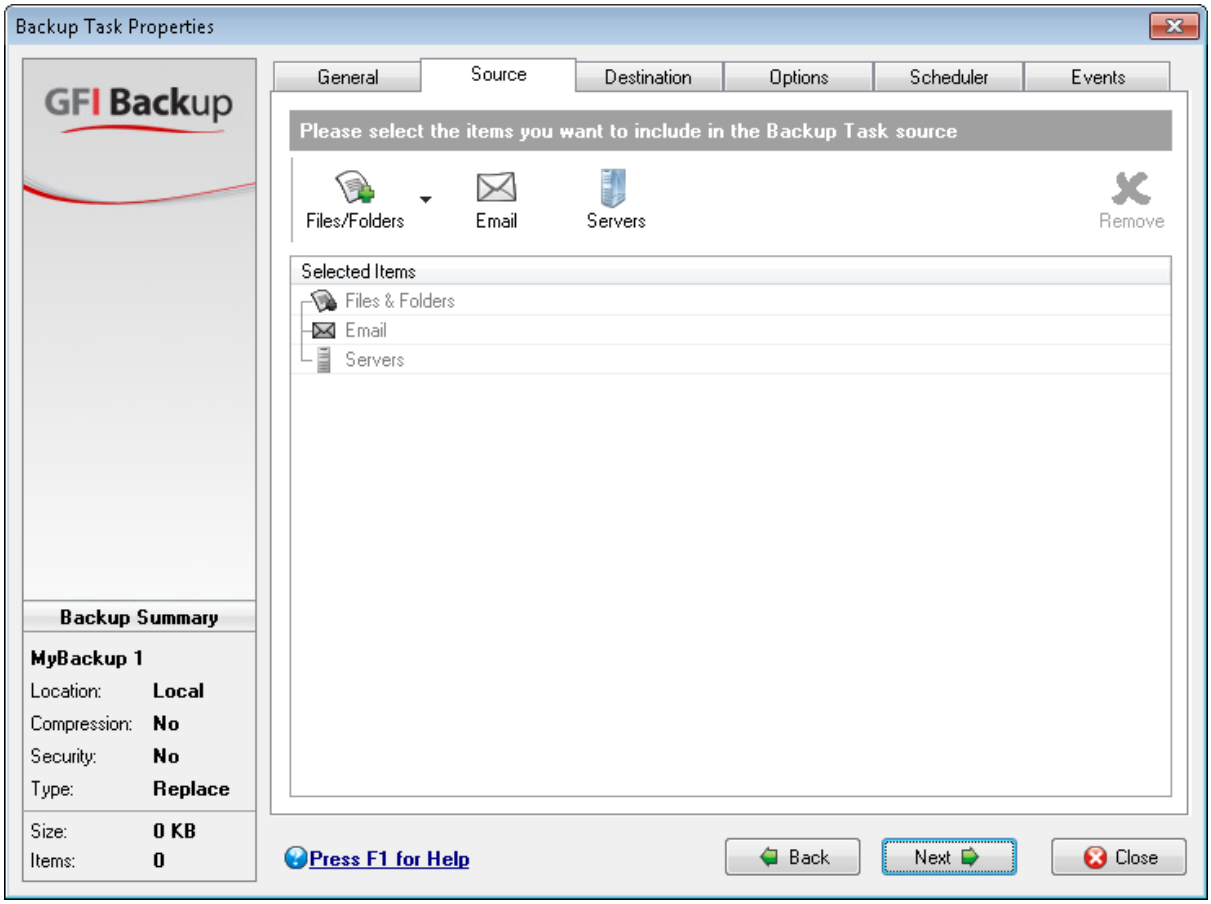
Backup Task Name: Define the backup task name that will be associated with the new task being created.

Archive File / Folder Name: Define the name of the backup archive file (in case of ZIP file compression) or archive folder (in case of no compression is chosen).

Description of Task (Optional)**:** Key in a description of the new backup task being created.

- **Task Group** (Optional)**:** Organize related tasks into groups. Select a task group from the drop-down list or click **Edit Task Groups** to create a new group.

Click **Next** to continue.



Screenshot 2 - New backup wizard - Source screen

3. In the **Source** tab, select the source files/folders, emails or server applications to back up. The available options are:

Files/Folders

Click the selection arrow (▾) next to **Files/Folders** button**,** and select:

- **Select Files and Folders:** GFI Backup Agent will display the **Select Files and Folders** dialog that will enable you to browse through the drives to which you have access. Locate the files/folders to backup and mark them for backup by selecting the checkboxes next to the files.

- **Select File Types to Search For:** GFI Backup Agent will display the **Select File Types to Search For** dialog that will enable you to select the types of files to back up, for example, back up all productivity files.

NOTE: The file types displayed can be customized by clicking **Files Mask** button. Refer to the Masks section within the Customization options chapter in this manual for information on how to customize masks.

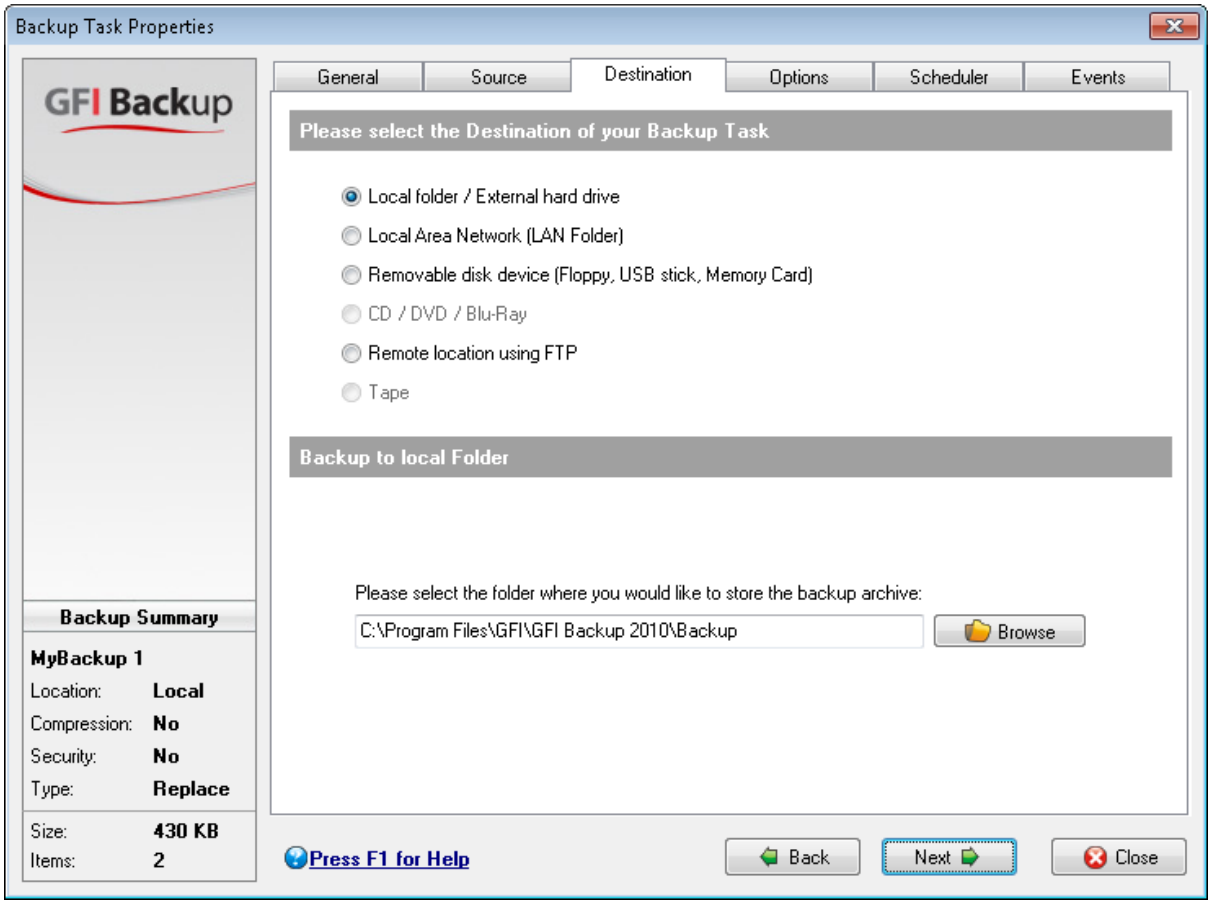
Email

Select **Email** option to select the email applications and information to back up. This will display the email dialog with a list of installed email clients and services that are available. Select the features to back up by expanding the available nodes and enabling checkboxes next to the features to back up. For example, expand **Microsoft Outlook** and select **Mail**, **Email Accounts**, and **Signatures**.

Servers

Select **Servers** option to select the Microsoft SQL Servers to back up. This will display the Databases selection list of MS SQL servers. Expand the MS SQL Servers nodes and select the databases to back up.

Click **Next** to continue.



Screenshot 3 - New backup wizard - Destination tab

4. In the **Destination** tab, select the destination location where the backup will be saved. The available options are:

- **Local folder / External hard drive:** Stores backup in a local folder or an external hard disk drive attached to the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.

- **Local Area Network (LAN Folder):** Stores backup in a local area network folder accessible from the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.

When authentication is required, select **Folder is password protected** checkbox and key in **User Name** and **Password**.

Removable disk device (Floppy, USB stick, Memory Card): Stores backup on a removable medium such as a USB drive or a memory card plugged in the computer where the GFI Backup Agent is installed. From the **Please select the drive** dropdown select the destination drive where the backup will be stored. In the path field, key in the path on the removable drive where to store the backup or select a folder by clicking **Browse** button.

If a format of the media is required before the backup is taken, enable the **Format disk before Backup** option.

CD / DVD / Blu-Ray: Stores backup on a CD/DVD or Blu-ray disc attached to the computer where GFI Backup Agent is installed.

Provide the following information to configure this backup:

FIELD	EXPECTED INPUT
Please select the drive	The drive letter of the CD/DVD/Blu-Ray device.
Disk label	The disk label that will be assigned to the disc that will be used to back up data on.
Destination path	The destination path where the backup data will be saved.
Domain, User Name, Password	Any authentication details required for backup.
Erase CD before Backup (Only on CD-RW)	Choose this option to instruct GFI Backup to erase CDRW or DVDRW before backup.
Quick / Full	Denotes whether backup will be done using Quick or Full modes.
Speed	Enables you to select the disc writing speed.
Check possible disc speeds	Choose this option to have GFI Backup choose the available disc writing speed.

NOTE: To span multiple discs (in case where the data to back up results to be more than the size of the media selected) ensure to enable **ZIP Compression** and **Split archives at** options in the **Options** tab that follows this screen.

Enable **Erase disk before backup** checkbox if the medium needs to be erased before copying. This option is only applicable in case of CDRW or DVDRW. If this option is not enabled and the re-writable disc provided is in UDF format, GFI Backup will try to write the backup on the remaining space. If the space is not enough, GFI Backup will ask for a different disc with a greater capacity.

Remote location using FTP: Stores backup on a remote FTP location.

Provide the following information to configure this backup:

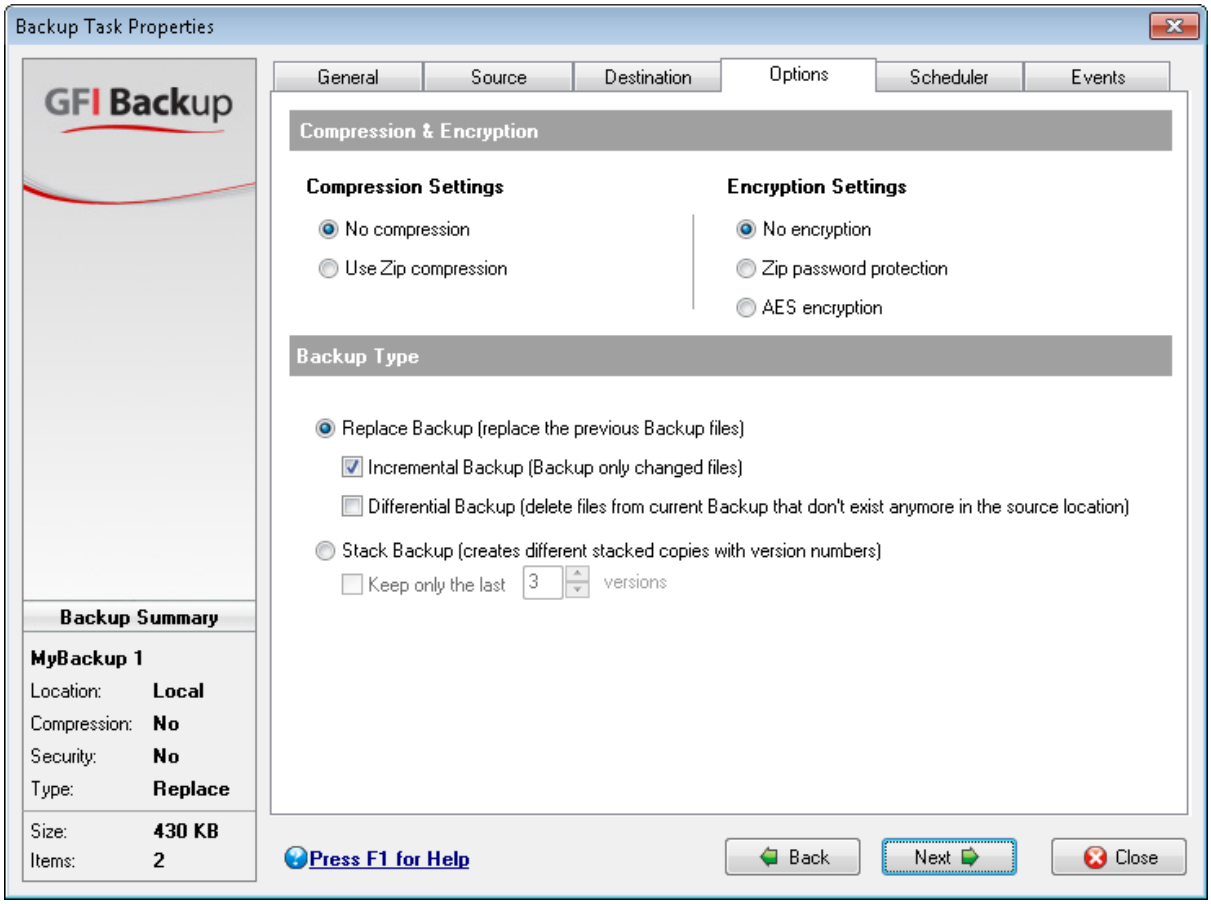
FIELD	EXPECTED INPUT
Host name	The host name or IP address of the FTP server.
Port	TCP/IP port used to connect to the FTP server. Default port is 21.
Username & **Password**	Credentials that have write access to the FTP server.
Initial remote directory	The initial directory that the backup will revert to on logging in the FTP server.
Passive mode	Use this option to initiate FTP sessions in passive mode. By default, GFI Backup initiates FTP sessions in active mode.
Use proxy	Connect to the FTP server using a proxy server. Click **Proxy Settings** and provide proxy server settings.
Save Connection	Click to save new connection.
Test Connection	Click to test connection set up.
FTP Connections	Click to choose a previously saved connection.

Tape: Stores backup on a locally attached tape drive.

Provide the following information:

OPTION	DESCRIPTION
Tape drive	Select a tape drive connected to the machine on which the new backup task is being configured.
Media	Displays the tape drives that have been previously used with tape drive selected. Select New to configure a new backup.
Erase	Instructs GFI Backup to erase the selected backup.
Refresh tape devices	Instructs GFI Backup to refresh its current set of tape devices attached to the machine on which the new backup task is being configured

Click **Next** to continue.



Screenshot 4 - New Backup wizard - Options tab

5. In the **Options** tab, select the compression and encryption settings as well as the type of backup. Available options are:

Compression Settings

By default, backups are not compressed and backed up data is saved on a folder on the backup destination as specified in the **Destination** tab. Select:

- **No compression** - Backup without compressing or encrypting data.
- **Use ZIP compression** - Compress backup data in a single file at the backup destination.
- **Compression level** - set the Zip compression level. Higher compression ratios result in smaller files, but backups and restores will take longer to complete.
- **Self extracting archive** - create an executable file instead of a Zip file. Self extracting archives do not require any third party tools to access the data within.
- **Split archives at** - specify value to split backup files in specific sizes. This enables you to split backups in manageable chunks that can then be stored on space-limited

media. For example, Split archived data in 690Mb backup files which can then be burned on multiple CD drives.

- **Compress each file individually** - This option will not create a single compressed file, but will instead compress each file individually

Encryption Settings

ZIP password protection - password protect the compressed files. This is the faster of the two encryption methods and provides basic cryptographic security against tampering by unauthorized individuals. To use this feature, Zip compression is automatically enabled. Specify a password to be used to encrypt and decrypt data.

AES encryption - uses a stronger encryption algorithm than ZIP encryption. This is GFI Backup's own implementation of the standard 256-bit AES encryption. To use this feature, Zip compression is automatically enabled. Specify a password to be used to encrypt and decrypt data.

Backup Type

Select the new task's backup type. Available options are:

- **Replace Backup -** the fastest backup type to back up and restore. Only the latest version of backed up files are retained while older files are overwritten. On restore, you will not be required to restore a full-backup set and merge the regular increment or differential files; you will only require restoring only a single set of backup files.

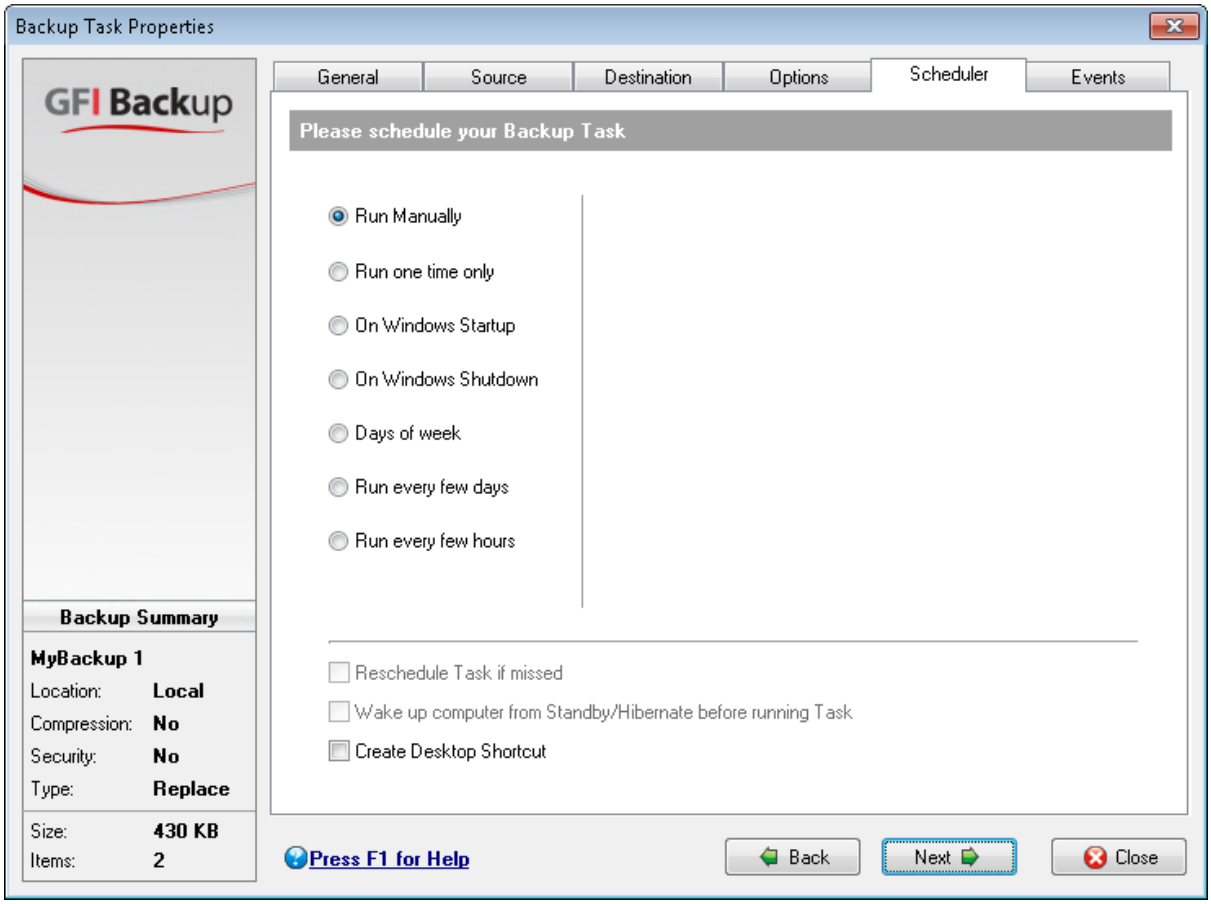
    - **Incremental Backup** - Only files and folders created or changed in the period between backups are backed up. Incremental backups are the fastest and smallest type of backups, but are less efficient when restoring, since you must restore the full-backup and then restore, in order of creation, each subsequent incremental backup.

    - **Differential Backup** - Files that are deleted from source are also removed from the backup.

- **Stack Backup** - All selected files and folders are backed up. Stack backups are the most time-consuming (compared to replace backups) and require substantial storage capacities. Stacked backups label changed files with different version numbers that allow restoring older versions of files. You can also specify the number of backup versions to keep. If this number is exceeded, the oldest version is deleted when taking a new backup.

For more information about backup types refer to the GFI Backup Administration and User Guide.

Click **Next** to continue.



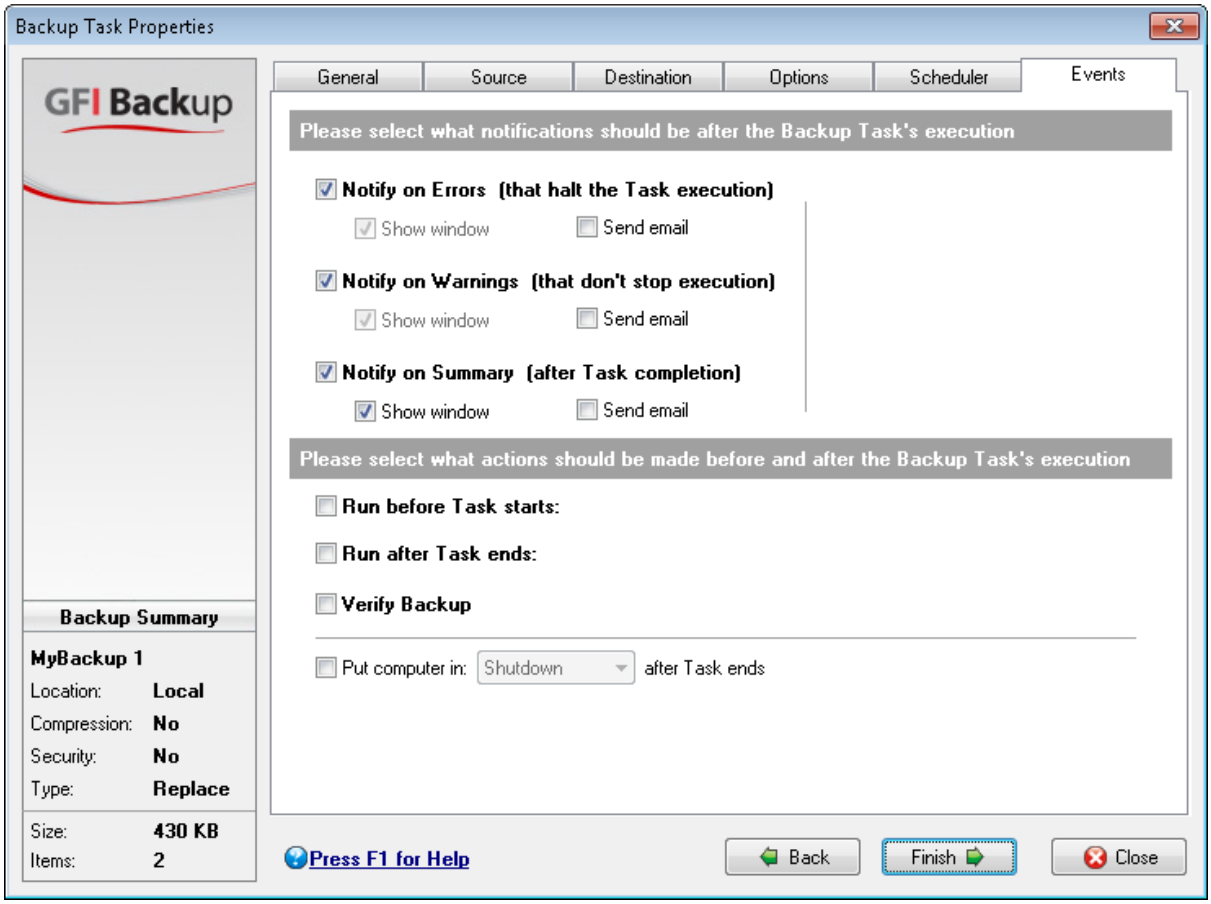
Screenshot 5 - New backup wizard - Options tab

6. In the **Scheduler** tab, set up the backup schedule that the new backup being configured will follow. Available options are:

OPTION	DESCRIPTION
Run Manually	Backup will not be triggered on a specific schedule but started manually.
Run one time only	Backup will be run one time only at a specific date and time. Select the date and time values in the **Scheduler Settings** area.
On Windows startup	Backup will run once on next Windows startup.
On Windows shutdown	Backup will run once on next Windows shutdown.
Days of the week	Backup will run on specific days of the week and at a specific time or on system startup or shutdown. Select the days of the week when the backup will be run and select either a specific time or **On startup** or **On shutdown** fields.
Run every few days	Backup will run at specific intervals every number of days. Select the day interval from the **Run every** selector and set the backup days from the **Set backup days** option. Also, select a time from the **On Time** field or **On startup/On shutdown** fields.
Run every few hours	Backup will run at specific hourly intervals. Select the hourly interval from the **Run every** selector and the total number of tasks per day from the **Total tasks per day** selector. Set a starting time by selecting a time from the **Starting at:** field and set the backup days through the **Set backup day's** option.

OPTION	DESCRIPTION
User Authentication Settings	Enable backups to be executed also when all users are logged off, provide the required user authentication settings in the fields (Domain, User name and Password).
Reschedule task if missed	Instructs GFI Backup to reschedule missed tasks in case where, for example, a task is missed due to a computer being switched off.
Wake up computer from Standby/Hibernate before running Task	If the computer is in Standby or Hibernate status, it is automatically switched on before a task starts.
Create Desktop shortcut	Create a desktop shortcut to enable the manual startup of the backup operation being configured.

Click **Next** to continue.



Screenshot 6 - New backup wizard - Events tab

7. In the **Events** tab, configure the notifications and actions to perform before, during and after the backup task. Available options are:

Notification Settings

Notifications are automatically triggered on errors, warnings and task completion.

OPTION	DESCRIPTION
Notify on Errors	Notifications will be triggered on GFI Backup encountering any errors that halt Task execution.
Notify on Warnings	Notifications will be triggered on GFI Backup encountering any warnings that do not stop the execution of any backup task.
Notify on Summary	Notifications will be triggered on GFI Backup completing backup.

Available notifications are:

- Show window - a window is displayed, showing the reason of notification.
- Send email - From Notification Email drop-down list, select the email address to send the notification email to. Click Configure to launch the Options dialog and select Email Settings to configure email settings.

Actions

Actions enable GFI Backup to run a specific task (for example, an anti-virus scan) before or after a task is executed. It also provides GFI Backup with the ability to verify a backup and to shutdown, log off, standby or hibernate after a backup is complete. The available options are:

- **Run before Task starts** - instructs GFI Backup to run an application before backup starts. Key in or click **Browse** to specify the path of an application to launch before backup. Check **Wait for applications to end** to run backup after the selected application terminates.

Run after Task starts - instructs GFI Backup to run an application after the backup task starts. Key in or click **Browse** to specify the path of an application to launch after backup. Check **Wait for applications to end** to run the application after the backup is ready.

- **Verify Backup** - GFI Backup verifies the validity of the backup being taken against the source files. This is a further guarantee that all backups are taken properly.
- **Put computer in** - change the computer status after backup ends. The available options are: **Shutdown**, **Log Off**, **Standby** or **Hibernate**.

Click **Finish** to finalize new task setup.

2.3 Starting previously created tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose the task to start backing up and click **Start Backup**.

2.4 Stopping tasks in progress

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose a task in progress and click **Stop** to stop the selected tasks in progress.

2.5 Modifying existing backup tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose the task to edit and click **Edit Task**.

3. Select the tab or tabs with the relevant backup settings to modify and perform any required changes.

4. Click **Save** to save changes.

2.6 Deleting tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose a task to delete and click **Delete**.

3. In the **Confirm** dialog, click **Yes** to delete the selected backup task or click **No** to retain backup task.

3 Restoring backups

3.1 Introduction

Within GFI Backup, you can restore either a full-backup set or single/multiple items from a backup set.

This chapter covers the following topics:

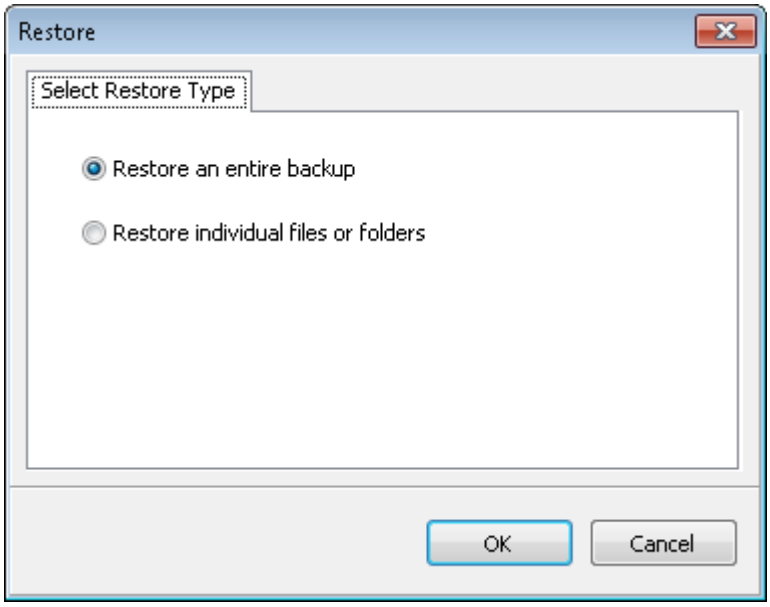
Restoring complete backups

Restoring individual/multiple items from backup

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

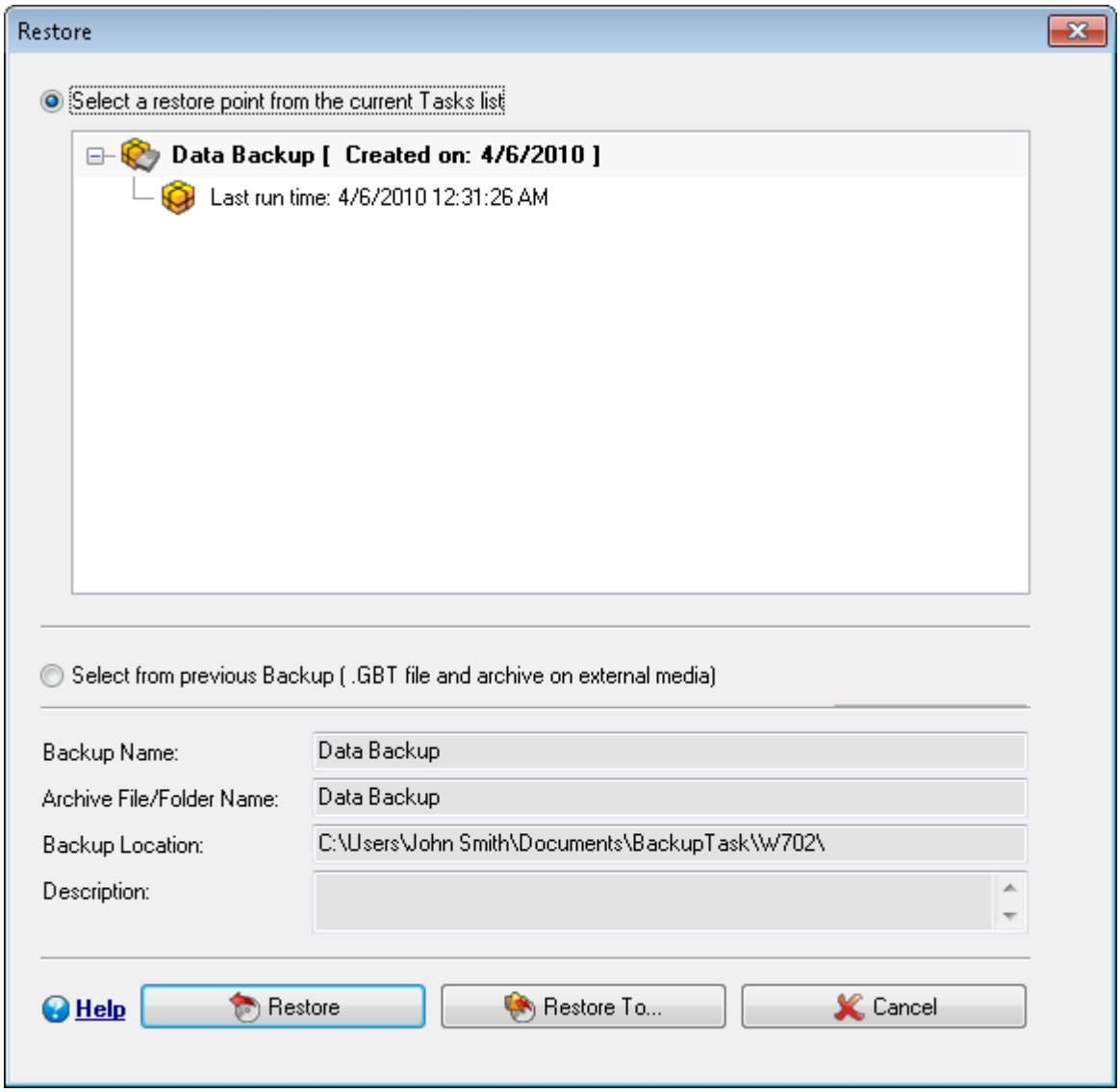
3.2 Restoring complete backups

1. From the GFI Backup Agent main screen, select **Restore**.



Screenshot 7 - Restore wizard - Select restore type

2. In the **Restore** dialog, select **Restore an entire backup** and click **OK**.



Screenshot 8 - Restore wizard - Select restore point.

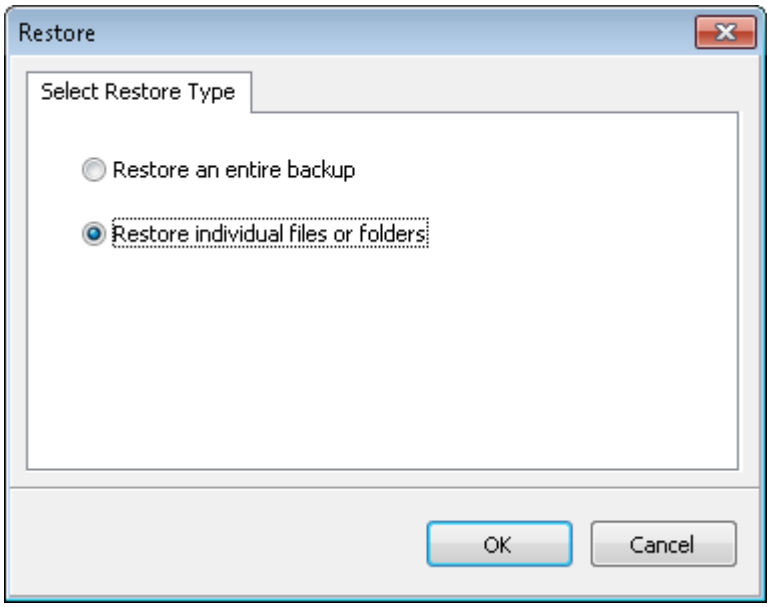
3. From the list of backups displayed, select the backup to restore. Click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

4. Click **OK** to start restore operation and wait for the task to complete.

3.3 Restoring individual/multiple items from backup

NOTE: Restoring individual items from an encrypted backup is not allowed. In such a case, restore a full-backup to a location different from the original location and then retrieve the required files.

1. From the GFI Backup main screen, select **Restore** option.



Screenshot 9 - Restore wizard - Select restore type

2. In the **Restore** dialog, select **Restore individual files or folders** option and click **OK**.

3. From the **My Tasks** screen, select the backup to restore.

4. From **Items in Task** pane, select the files/folders/items to restore.

5. Click **Restore** to restore selected items to their original location or **Restore To…** to restore to a custom location.

6. Click **OK** to start restore operation and wait for the task to complete.

4 Tape backup and restore

4.1 Introduction

GFI Backup enables the collection and backup of data distributed on various computers on your network to a central repository on tape drive. This option gives you the advantages associated with the use of GFI Backup to collect data stored on your network and the use of tape drive backups.

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

This chapter covers the following topics:

- Backup data to tape
- Restore data from tape

4.1.1 Supported tape drives

For a list of supported tape drives, refer to:

http://kbase.gfi.com/showarticle.asp?id=KBID003777 and

http://kbase.gfi.com/showarticle.asp?id=KBID003808

4.2 Backup data to tape

Configure a new tape backup task

1. From the GFI Backup Agent main screen, select **New Backup** option.

2. In the **General** tab, key in all the required details for the new tape backup and click **Next**.

3. In the **Source** tab, select items to back up to tape and click **Next**.

4. In the **Destination** tab, select **Tape**. Configure the following options:

OPTION	DESCRIPTION
Drive	Select the tape drive to back data to.
Tape	Select the tape or instruct GFI Backup to use a new tape.
Erase	Instructs GFI Backup Agent to erase tape before backup.
Backup Archive folder path	Key in or Browse for the location where to store the backup.

Click **Next** to continue.

5. In the **Options** tab, select the compression and encryption settings as well as the type of backup to take. Click **Next** to continue setup.

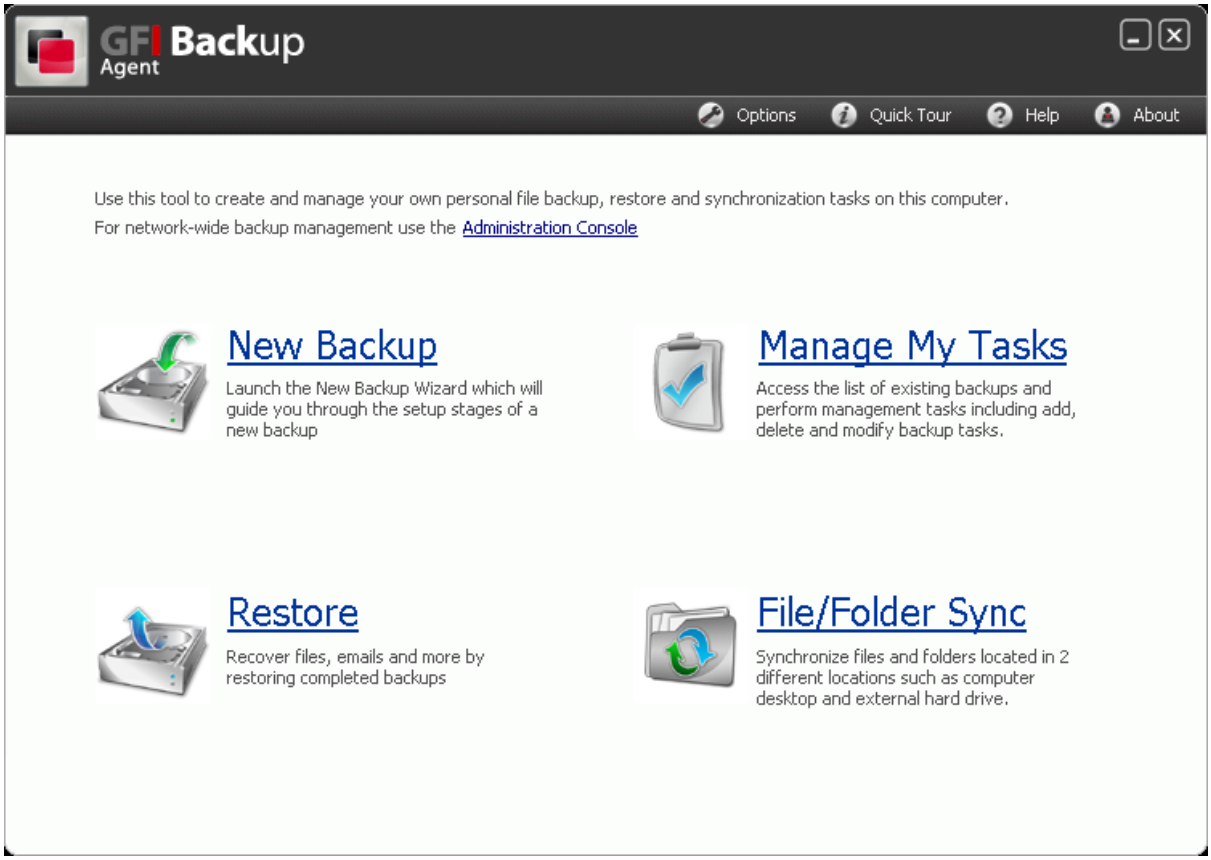
6. In the **Scheduler** tab, set up the backup schedule that the new backup task being configured will follow. Also, select whether the new backup task will be rescheduled if missed, whether to wake up computer from Standby/Hibernate and whether to create a desktop shortcut that starts the backup. Click **Next** to continue setup.

7. In the **Events** tab, configure the notifications and actions that will be performed before or after the backup.

8. Click **Finish** to finalize new task setup.

4.3 Restore data from tape

1. Load the tape to restore data from in the tape drive.

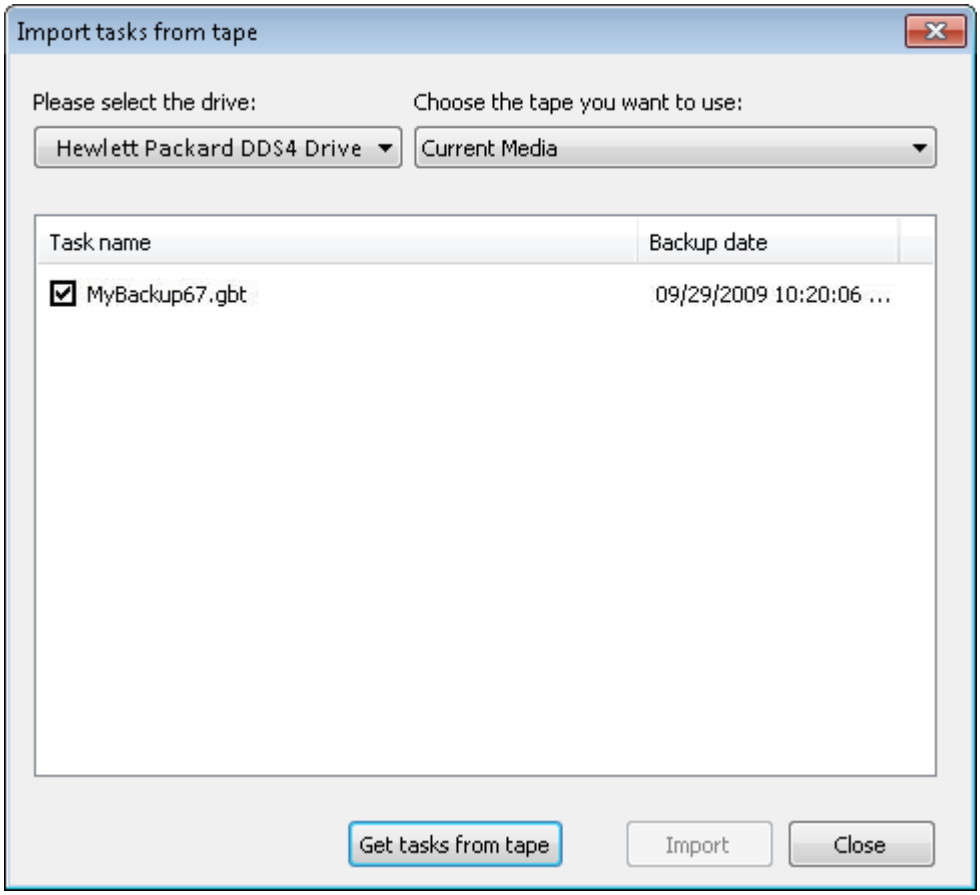

GFI Backup
Agent
Options
Quick Tour
Help
About
Use this tool to create and manage your own personal file backup, restore and synchronization tasks on this computer.
For network-wide backup management use the Administration Console
New Backup
Launch the New Backup Wizard which will guide you through the setup stages of a new backup
Manage My Tasks
Access the list of existing backups and perform management tasks including add, delete and modify backup tasks.
Restore
Recover files, emails and more by restoring completed backups
File/Folder Sync
Synchronize files and folders located in 2 different locations such as computer desktop and external hard drive.

Screenshot 10 - Select Manage my tasks option

2. From the GFI Backup Agent main screen, select **Manage My Tasks** option.

3. Click **Import Task**.

4. From the **Browse** dialog select **Using this option you can browse the current tape…** button.



Screenshot 11 - Select task to import

5. Select the tape drive and the tape to use and click **Get tasks from tape**. Select the checkbox next to the task name to import and click **Import**.

6. Once the task is imported in the GFI Backup Agent, the newly imported task can be seen in the **Manage My Tasks** screen.

7. Select the backup to restore and click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

8. Click **OK** to start restore operation and wait for the task to complete.

5 Microsoft SQL Server backups

5.1 Introduction

GFI Backup enables you to back up and restore Microsoft SQL Server databases. This provides you with the facility to backup databases as they are at specific points in time and restore data to that point of time.

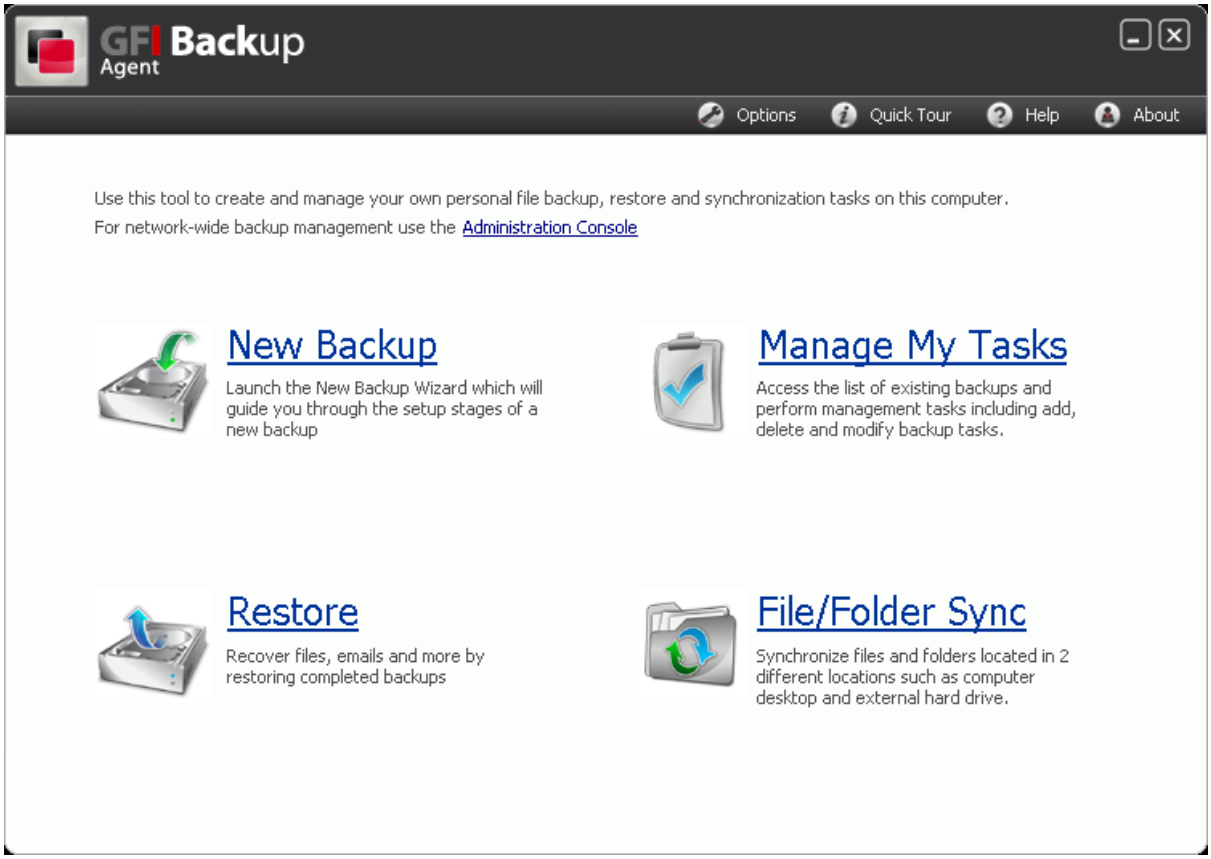
NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

This chapter covers the following topics:

- Creating a new Microsoft SQL Server backup task
- Running a Microsoft SQL Server backup task
- Restoring a Microsoft SQL Server backup

5.2 Creating a new Microsoft SQL Server backup task

Configure a new Microsoft SQL Server backup task

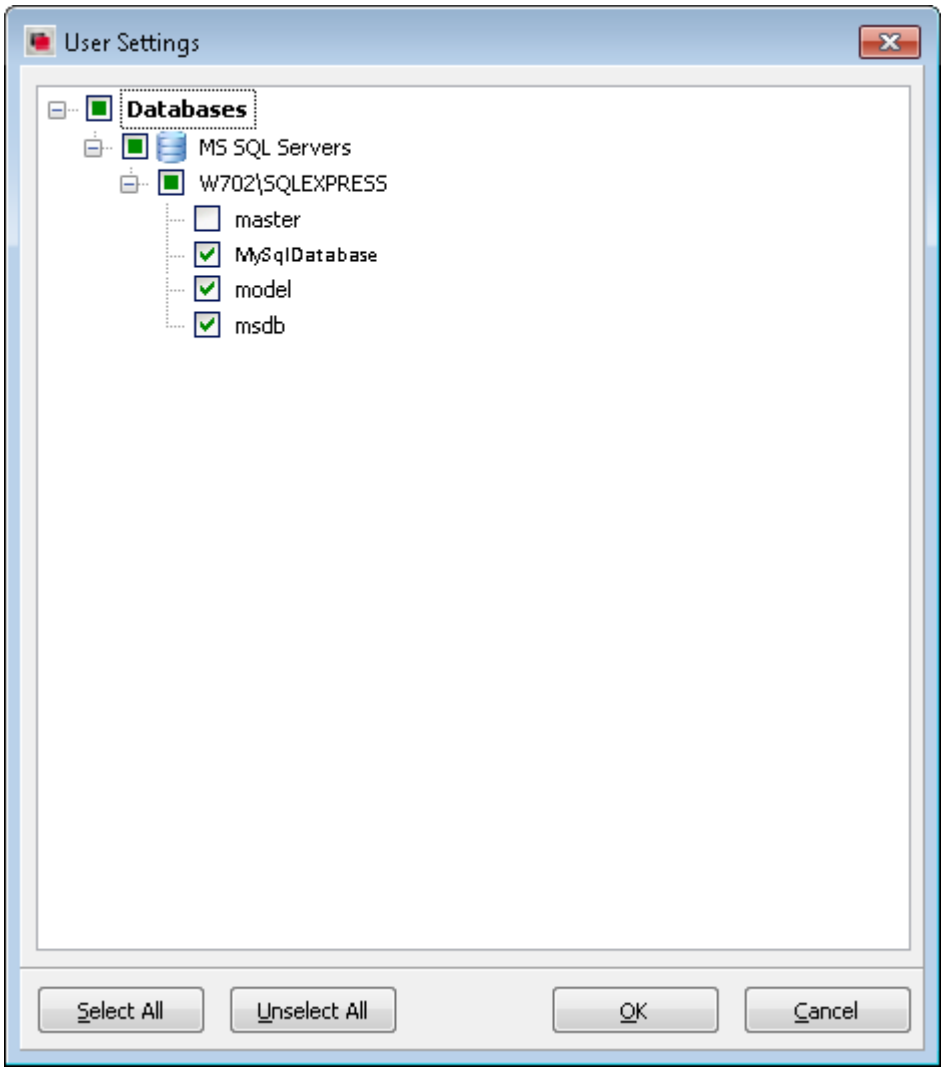

GFI Backup
Agent
Options
Quick Tour
Help
About
Use this tool to create and manage your own personal file backup, restore and synchronization tasks on this computer.
For network-wide backup management use the Administration Console
New Backup
Launch the New Backup Wizard which will guide you through the setup stages of a new backup
Manage My Tasks
Access the list of existing backups and perform management tasks including add, delete and modify backup tasks.
Restore
Recover files, emails and more by restoring completed backups
File/Folder Sync
Synchronize files and folders located in 2 different locations such as computer desktop and external hard drive.

Screenshot 12 - Select New Backup

1. From the GFI Backup Agent main screen, select **New Backup** option.

2. In the **General** tab, key in all the required details for the new Microsoft SQL Server backup and click **Next**.

3. In the **Source** tab, select **Servers**.

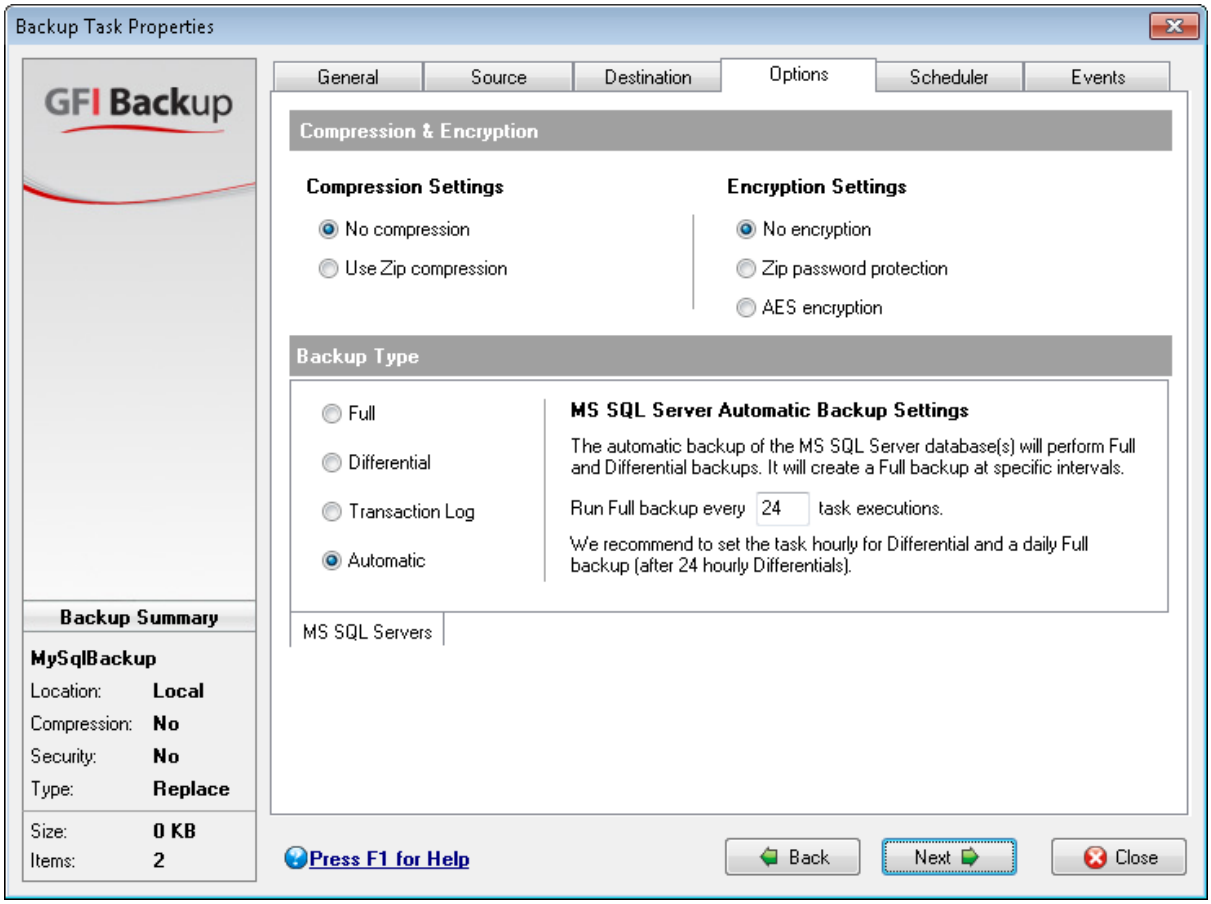


Screenshot 13 - Select databases to back up

4. From the **Databases** tree, expand the **MS SQL Servers** node and the server to back up data from. A list of databases will be displayed. Select the databases to backup by selecting the checkboxes next to the database names. Click **OK** and **Next** to continue setup.

NOTE: Differential and transaction log backups are not allowed if 'master' database is selected with other databases. In this case, configure a full-backup.

5. In the **Destination** tab, select the location where the backup will be saved and click **Next** to continue setup.



Screenshot 14 - Select Microsoft SQL Server backup options

6. In the **Options** tab, select the compression and encryption settings as well as the type of backup for the new Microsoft SQL Server backup from the following options:

OPTION	DESCRIPTION
Full	GFI Backup will take a full database backup of the selected Microsoft SQL Server databases each time a backup is triggered. A full database backup may be restored to either the same or a new database, on the same or a different server. This provides flexibility when this type of database backup needs to be restored.
Differential	GFI Backup will first take a full database backup and then a Differential database backup of the Microsoft SQL Server each subsequent time a backup is triggered.
Transaction Log	A transaction log is a continuing list of executed database transactions. A database transaction is a set of actions done to the database such as creating, adding, retrieving, deleting or updating records. GFI Backup will back up all database transactions generated since either the previous Transaction Log backup or the previous full database backup (if no Transaction Log backups were previously carried out). This backup type is ideal to restore the backed up changes in disaster recovery situations.
Automatic	GFI Backup will run on an automated schedule where a cycle of one full database backup and a subsequent set of Differential backups, is repeated according to the specified schedule.

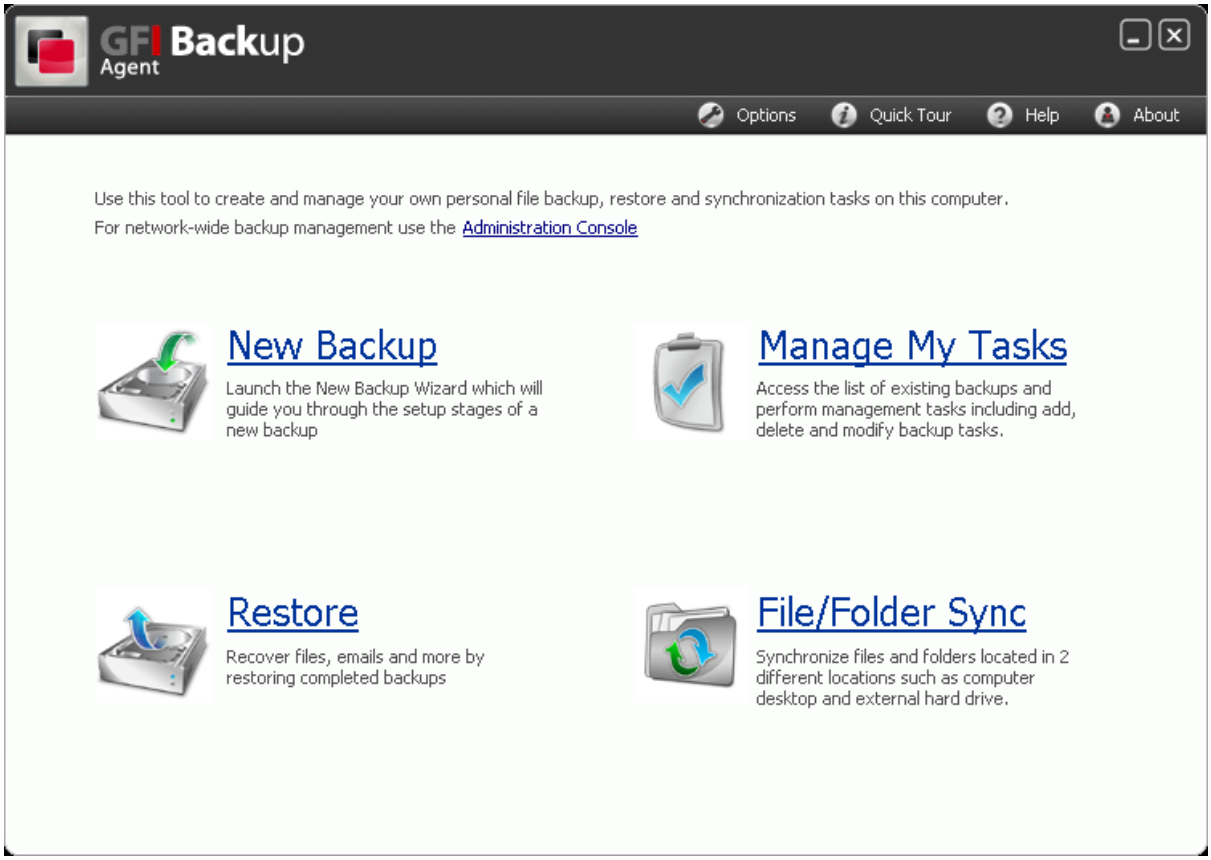
Click **Next** to continue backup setup.

7. In the **Scheduler** tab, set up the backup schedule that the new backup task being configured will follow. Also, select whether the new backup task will be rescheduled if missed, whether to wake up computer from Standby/Hibernate and whether to create a desktop shortcut that starts the backup. Click **Next** to continue setup.

8. In the **Events** tab, configure the notifications and actions that will be performed before or after the backup.

9. Click **Finish** to finalize new task setup.

5.3 Running a Microsoft SQL Server backup task


GFI Backup
Agent
Options
Quick Tour
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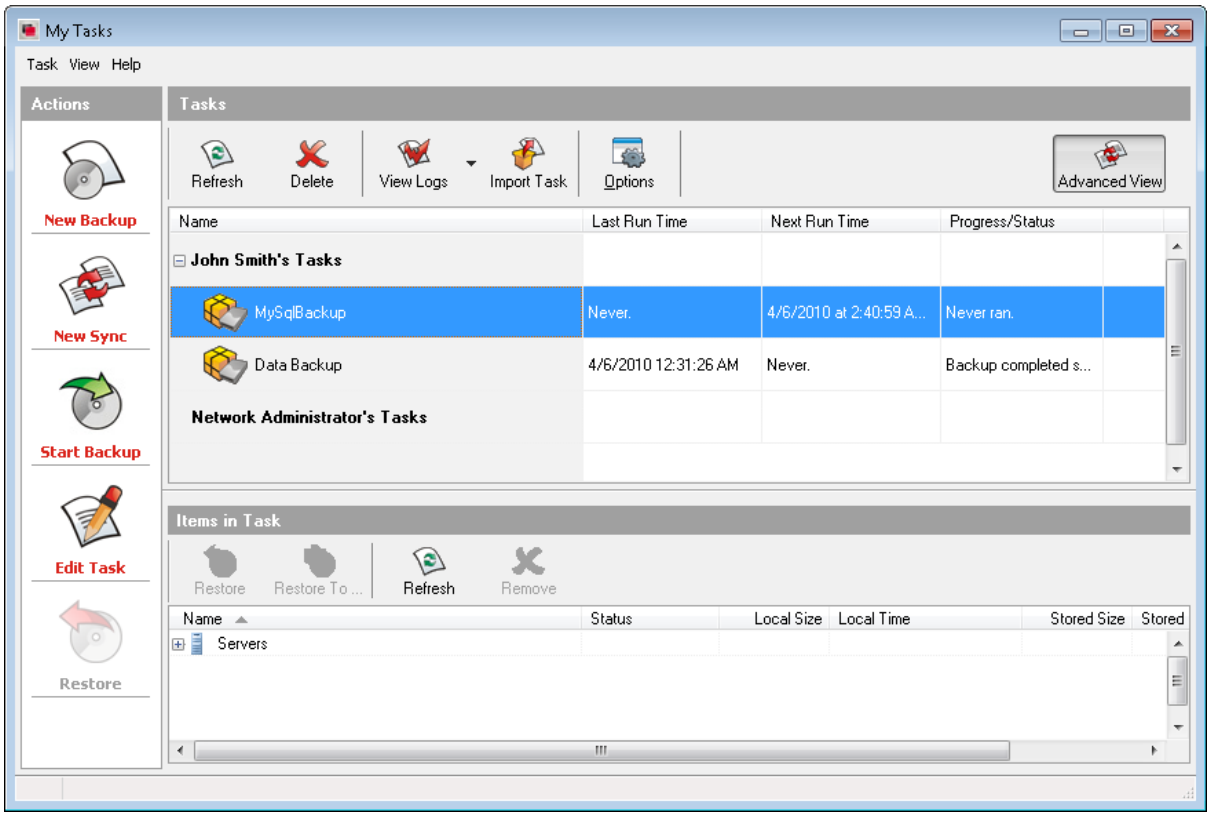
About
Use this tool to create and manage your own personal file backup, restore and synchronization tasks on this computer.
For network-wide backup management use the Administration Console
New Backup
Launch the New Backup Wizard which will guide you through the setup stages of a new backup
Manage My Tasks
Access the list of existing backups and perform management tasks including add, delete and modify backup tasks.
Restore
Recover files, emails and more by restoring completed backups
File/Folder Sync
Synchronize files and folders located in 2 different locations such as computer desktop and external hard drive.

Screenshot 15 - Select New Backup

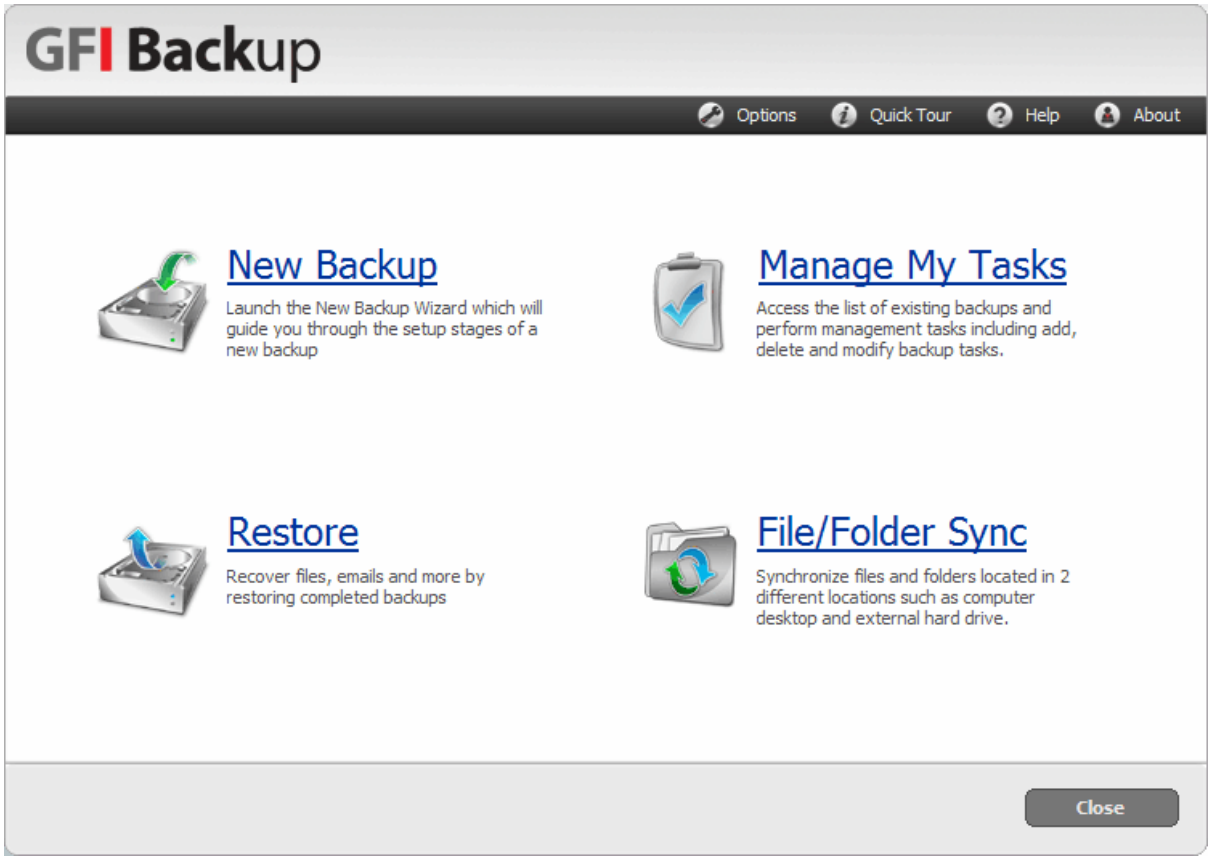
1. From the GFI Backup Agent main screen, select **Manage My Tasks** option.



Screenshot 16- Running Microsoft SQL Server backup tasks

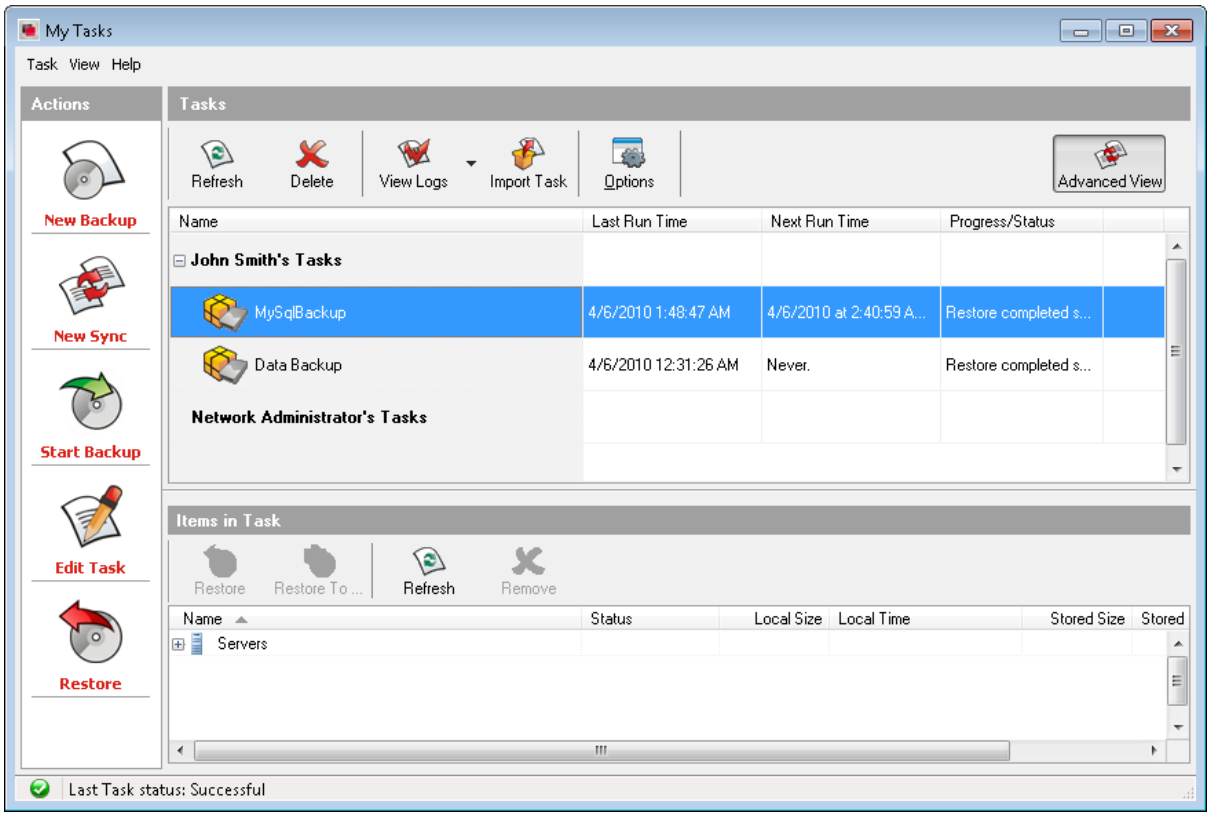
2. Choose the Microsoft SQL Server backup task and click **Start Backup** to initiate backup.

5.4 Restoring a Microsoft SQL Server backup


GFI Backup
Options
Quick Tour
Help
About
New Backup
Launch the New Backup Wizard which will guide you through the setup stages of a new backup
Manage My Tasks
Access the list of existing backups and perform management tasks including add, delete and modify backup tasks.
Restore
Recover files, emails and more by restoring completed backups
File/Folder Sync
Synchronize files and folders located in 2 different locations such as computer desktop and external hard drive.
Close

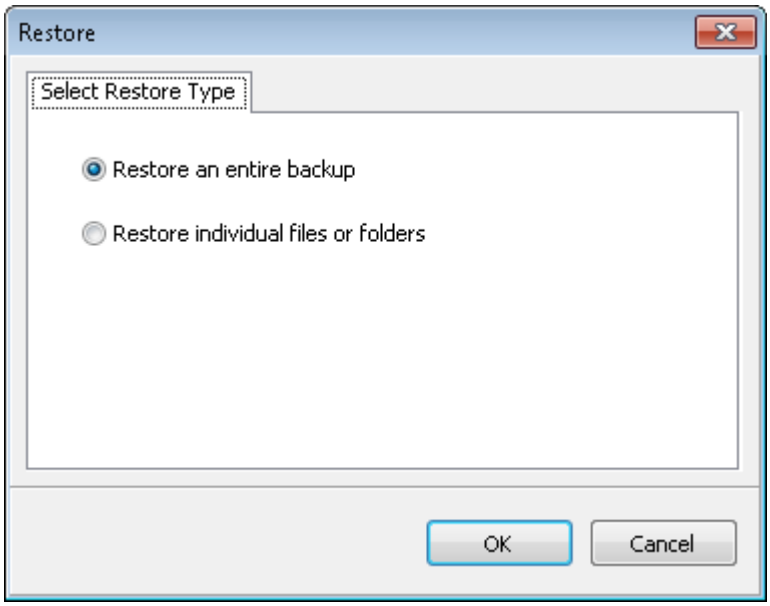
Screenshot 17 - Select New Backup

1. From the GFI Backup Agent main screen, select **Manage My Tasks** option.



Screenshot 18- Restore Microsoft SQL Server backup tasks

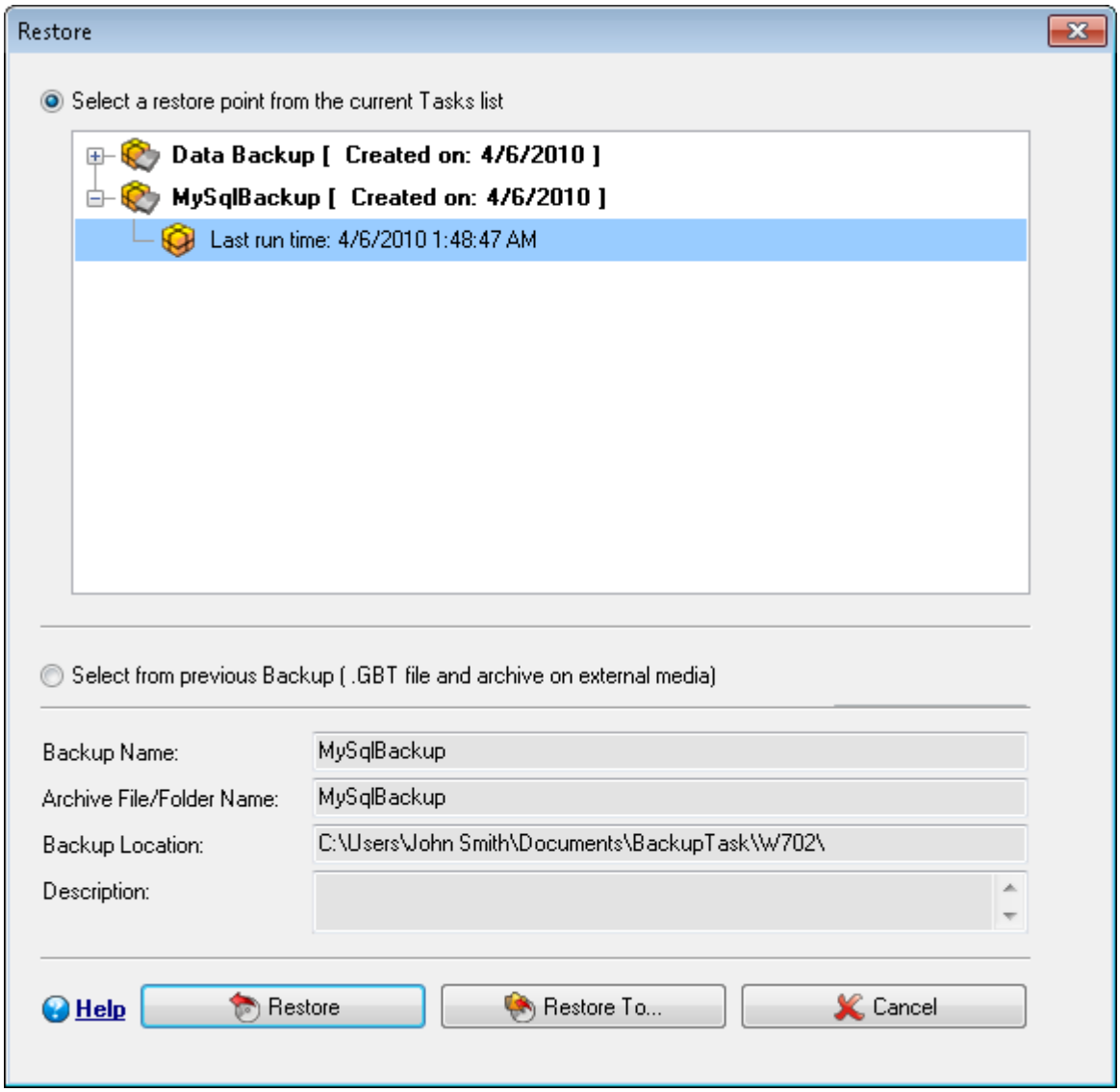
2. Select the Microsoft SQL Server backup task previously created and click **Restore**.



Screenshot 19 - Restore entire backup or individual files/folders.

3. In the **Restore** dialog, choose whether to **Restore an entire backup** or to **Restore individual files or folders** and click **OK**.

Restore an entire backup

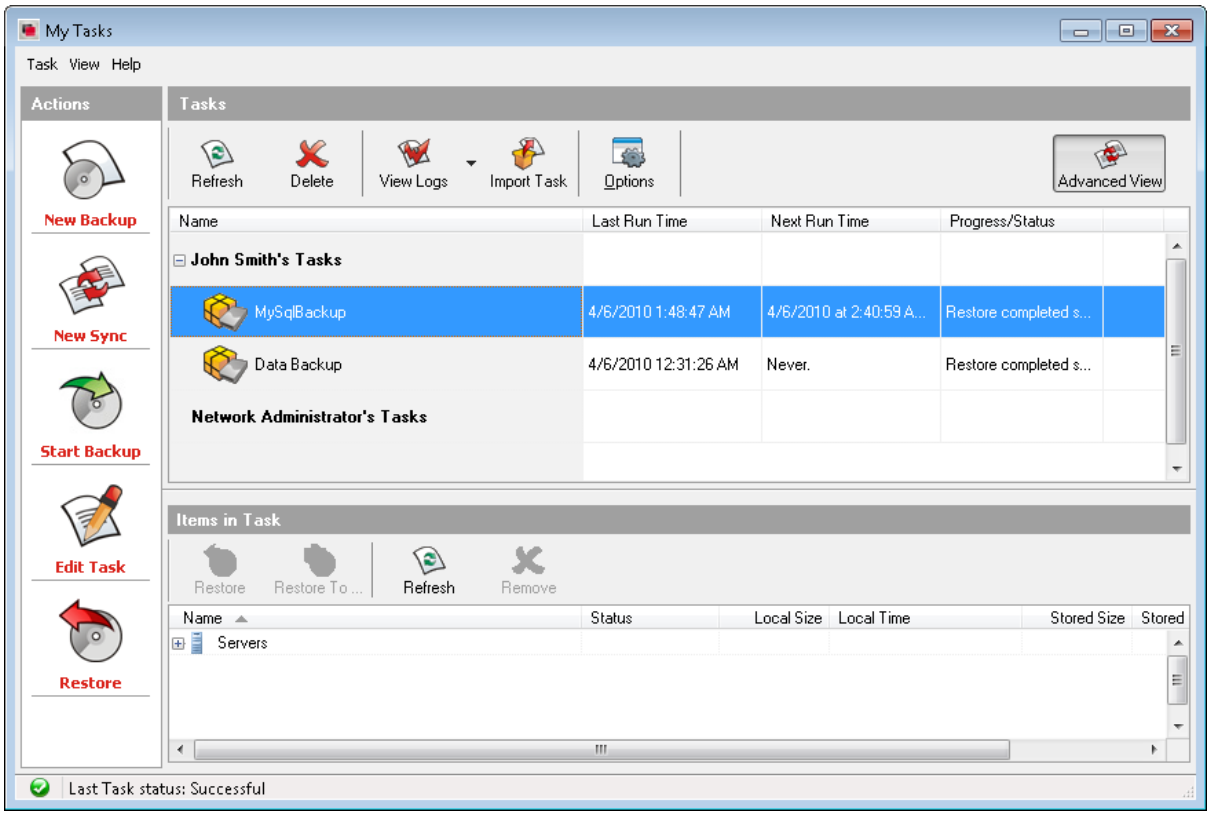


Screenshot 20 - Restore entire backup options

1. From the list of backups displayed, select the backup to restore. Click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

2. Click **OK** to start restore operation and wait for the task to complete.

Restore individual files or folders



Screenshot 21 - Restore individual files or folders

1. From the **My Tasks** screen, select the Microsoft SQL Servers backup to restore.

2. From the **Items in Task** panes, select the Microsoft SQL Servers to restore.

3. Click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

4. Click **OK** to start restore operation and wait for the task to complete.

6 Sync tasks

6.1 Introduction

Sync tasks enables you to configure a synchronization policy that synchronizes and keeps updated files and folders between two computers or devices.

This chapter covers the setting up of a new sync task.

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

6.2 Create a new sync task

1. From the GFI Backup main screen, select **File/Folder Sync** option.

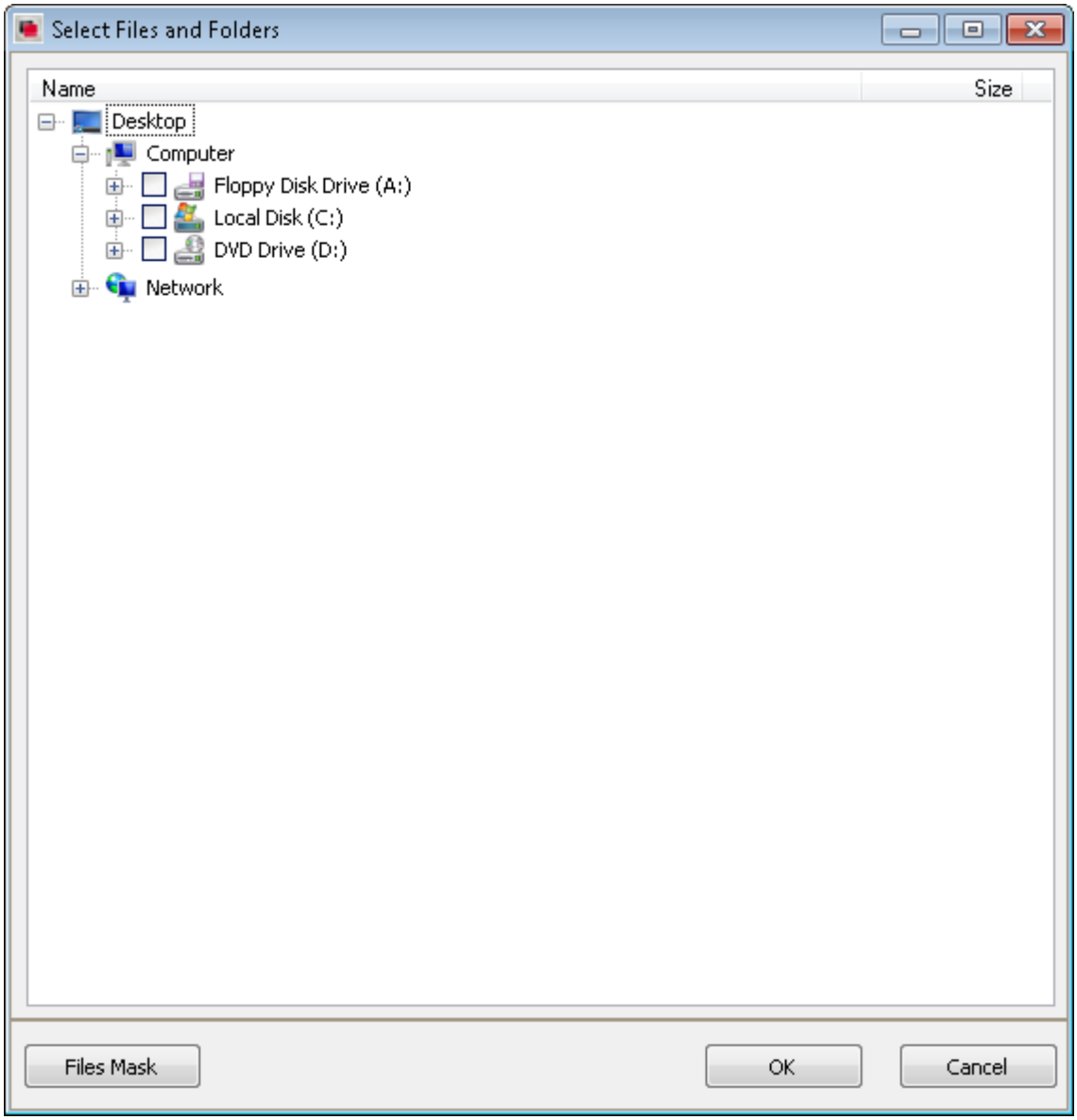
2. In the **General** tab, key in the new backup task details.

Sync Task name: Defines the sync task name that will be associated with the new task being created.

Description of Task (Optional)**:** Key in an optional description of the new sync task being created.

- **Task Group** (Optional)**:** Organize related tasks into groups. Select a task group from the drop-down list or click **Edit Task Groups** to create a new group.

Click **Next** to continue setup.



Screenshot 22 - Sync task - Select files and folders

3. In the **First Location** tab click **Files & Folders** and select the files/folders to sync.

NOTE: You can also specify the type of files to sync and the files to exclude from sync. From the **Select Files and Folders** dialog, click **Files Mask** to launch the **Set Mask** dialog. Select **>>** button next to **Inclusion mask** and **Exclusion mask** options to exclude or include files. Also, select:

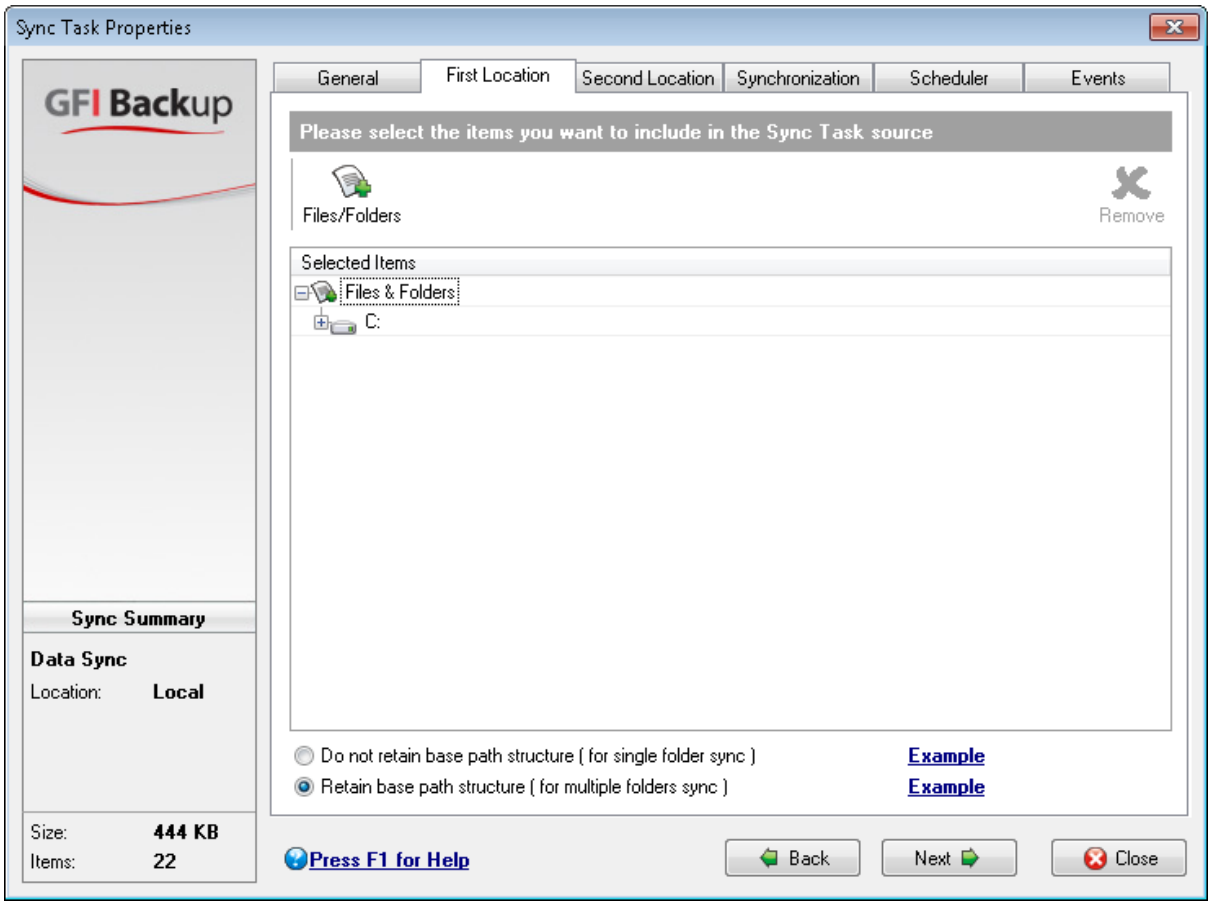
Apply inclusion/exclusion masks also to folder names: Extends the selected inclusion/exclusion masks to folder names that fall within the sync range.

Clear masks: Clears any inclusion/exclusion masks set up.

Exclude temporary system files: Excludes temporary system files from the sync being set-up.

Exclude all temporary & useless files: Excludes any temporary and useless file from sync.

Click **OK** to return to the **First location** tab and continue setup.



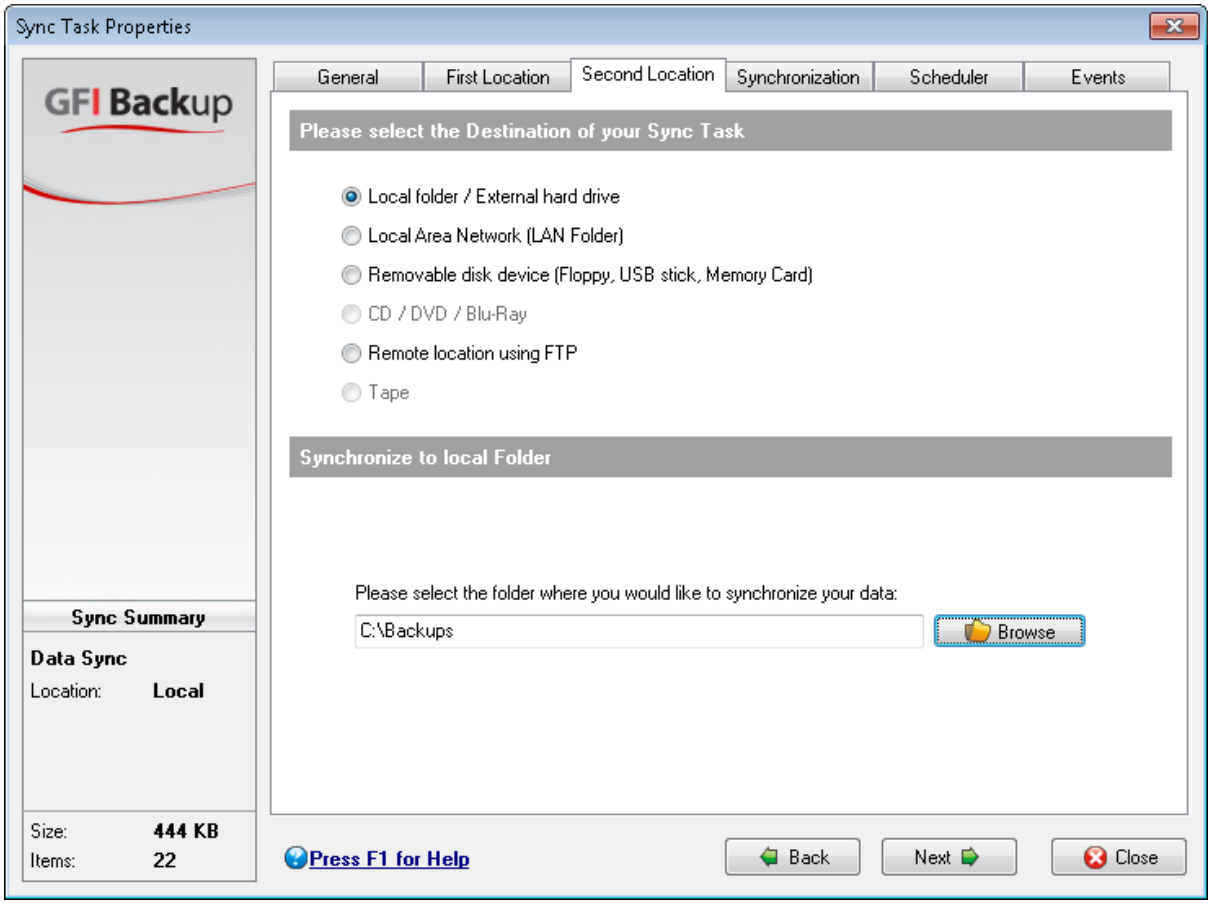
Screenshot 23 - Sync task - First location

6. In the **First Location** tab, choose whether to retain the base path structure. Available options are:

Do not retain base path structure: Defines a “one-to-one” sync, where the selected folders are synched without recreating the original folder structure in the second location.

Retain base path structure: Defines a “many to one” sync, where selected folders are retained in a structure similar to the original. This will create the entire path structure for each folder in the second location.

Click **Next** to continue setup.



Screenshot 24 - Set second location

7. In the **Second Location** tab, select the destination location where the sync will be saved by selecting a destination option. Available options are:

- **Local folder / External hard drive:** Syncs to a local folder or an external hard disk drive attached to the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.

- **Local Area Network (LAN Folder):** Syncs to a local area network folder accessible from the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.

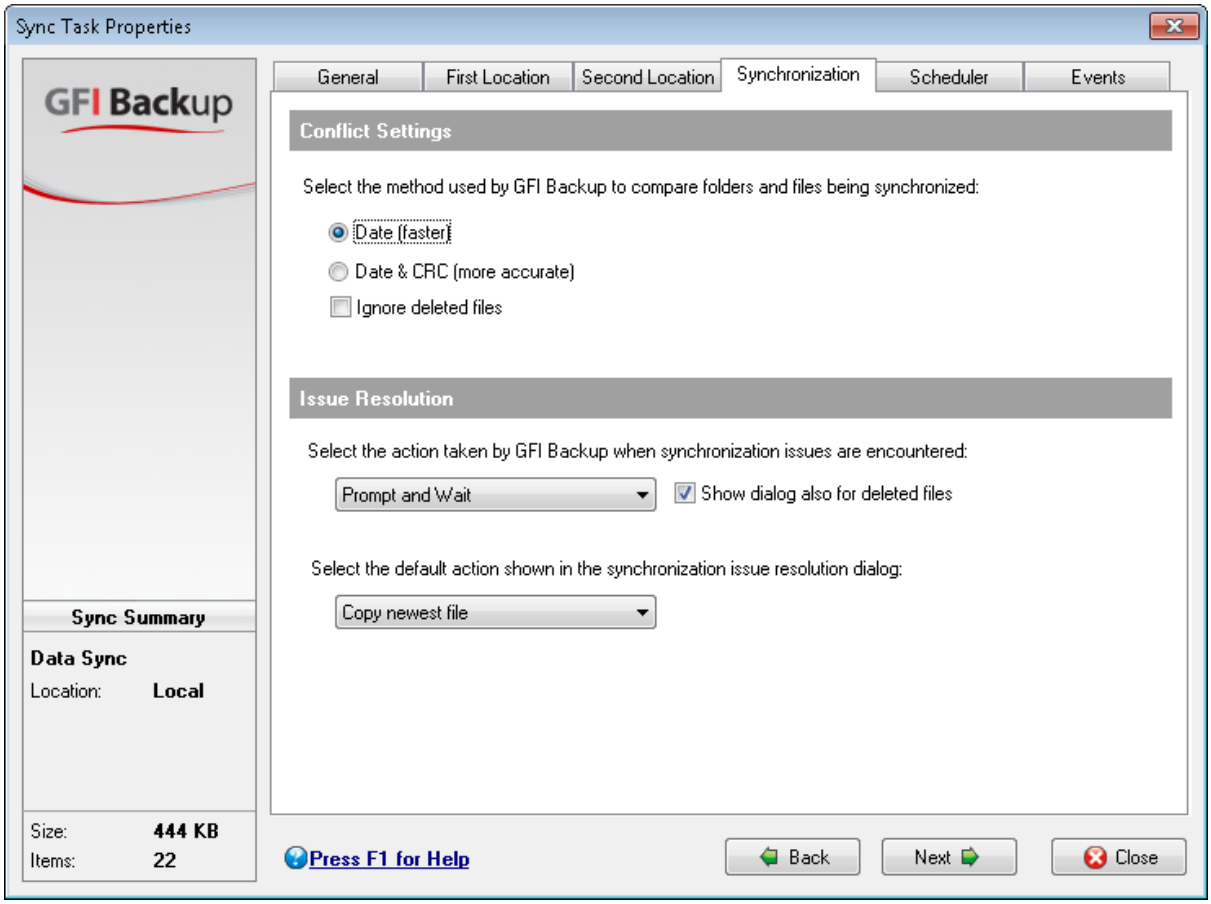
  When authentication is required, select **Folder is password protected** checkbox and key in **User Name** and **Password**.

Removable disk device (Floppy, USB stick, Memory Card): Syncs with a removable medium such as a USB drive or a memory card plugged in the computer where the GFI Backup Agent is installed. From the **Please select the drive** dropdown select the destination drive where the sync will be stored. In the path field, key in the path on the removable drive where to store the sync or select a folder by clicking **Browse**.

- **Remote location using FTP:** Syncs with a remote FTP location. Provide the following information to configure this sync:

FIELD	EXPECTED INPUT
Host name	The host name or IP address of the FTP server.
Port	TCP/IP port used to connect to the FTP server. Default port is 21.
Username & **Password**	Credentials that have write access to the FTP server.
Initial remote directory	The initial directory that the backup will revert to on logging in the FTP server.
Passive mode	Use this option to initiate FTP sessions in passive mode. By default, GFI Backup initiates FTP sessions in active mode.
Use proxy	Connect to the FTP server using a proxy server. Click **Proxy Settings** and provide proxy server settings.
Save Connection	Click to save new connection.
Test Connection	Click to test connection set up.
FTP Connections	Click to choose a previously saved connection.

Click **Next** to continue setup.



Screenshot 25 - Sync task - Synchronization tab

8. In the **Synchronization** tab, select the settings related to how any conflicts and issues should be resolved by the GFI Backup Agent. Available options are:

Conflict Settings

Configure the method used by GFI Backup Agent to compare files:

Date: Compares files using the date attribute set with files and folders. This is the fastest method.

Date & CRC: Compares files using the date attribute and its Cyclic Redundancy Check (a mathematical code that identifies data alteration) values. This is a more accurate but slower method compared to the date only method.

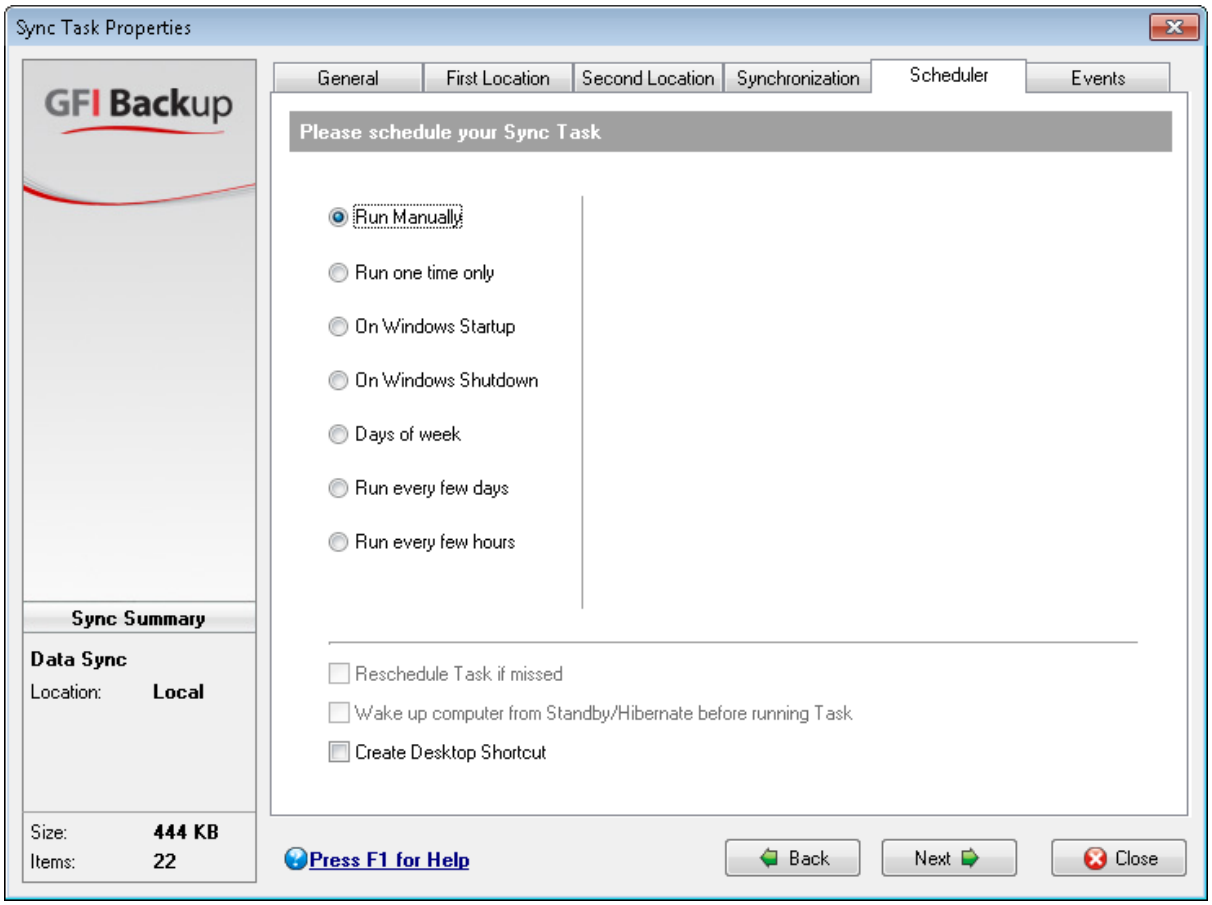
NOTE: Enable the **Ignore deleted files** option to have GFI Backup Agent ignore deleted files from the sync operation.

Issue Resolution

Configure what GFI Backup Agent should do when synchronization issues are encountered and the default options to display in the conflict resolution dialog displayed to users. The available options are:

Actions	The available actions are: • Prompt and Wait • Prompt for 5 minutes • No prompt
Show dialog also for deleted files	Enable this option to instruct GFI Backup to show conflict resolution dialog for deleted files.
Default action shown in synchronization issue resolution dialog	• Copy newest file • Copy oldest file • Copy file from first location • Copy file from second location

Click **Next** to continue setup.



Screenshot 26 - Sync task - Scheduler tab

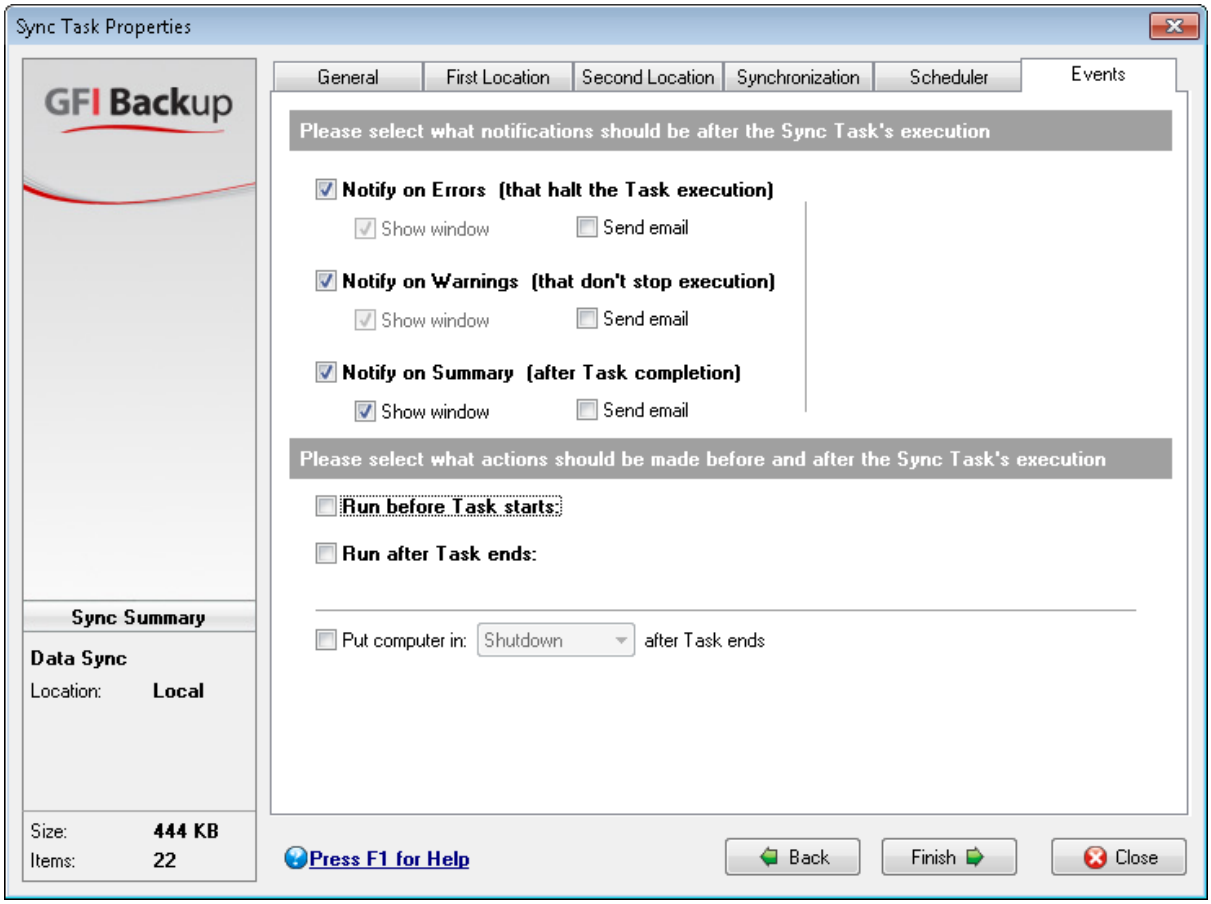
9. In the **Scheduler** tab, set up the backup schedule that the new backup task being configured will follow. Also, select whether the new backup task will be rescheduled if

missed, whether to wake up computer from Standby/Hibernate and whether to create a desktop shortcut that starts the backup.

Available options are:

OPTION	DESCRIPTION
Run Manually	Sync will not be triggered on a specific schedule but started manually.
Run one time only	Sync will be run one time only at a specific date and time. Select the date and time values in the **Scheduler Settings** area.
On Windows startup	Sync will run once on next Windows startup.
On Windows shutdown	Sync will run once on next Windows shutdown.
Days of the week	Sync will run on specific days of the week and at a specific time or on system startup or shutdown. Select the days of the week when sync will be run and select either a specific time or **On startup** or **On shutdown** fields.
Run every few days	Sync will run at specific intervals every number of days. Select the day interval from the **Run every** selector and set the sync days from the **Set sync days** option. Also, select a time from the **On Time** field or **On startup/On shutdown** fields.
Run every few hours	Sync will run at specific hourly intervals. Select the hourly interval from the **Run every** selector and the total number of tasks per day from the **Total tasks per day** selector. Set a starting time by selecting a time from the **Starting at:** field and set the Sync days through the **Set sync days** option.
User Authentication Settings	Enable syncs to be executed also when all users are logged off. Provide the required user authentication settings in the fields (Domain, User name and Password).
Reschedule task if missed	Instructs GFI Backup to reschedule missed tasks in case where, for example, a task is missed due to a computer being switched off.
Wake up computer from Standby/Hibernate before running Task	If the computer is in Standby or Hibernate status, it is automatically switched on before a task starts.
Create Desktop shortcut	Create a desktop shortcut to enable the manual startup of the sync operation being configured.

Click **Next** to continue setup.



Screenshot 27 - Sync tasks - Events tab

10. In the **Events** tab, configure the notifications and actions to perform before, during and after the sync task. Available options are:

Notification Settings

Notifications are automatically triggered on errors, warnings and task completion.

OPTION	DESCRIPTION
Notify on Errors	Notifications will be triggered on GFI Backup encountering any errors that halt task execution.
Notify on Warnings	Notifications will be triggered on GFI Backup encountering any warnings that do not stop the execution of any sync task.
Notify on Summary	Notifications will be triggered on GFI Backup completing sync.

Available notifications are:

- Show window - a window is displayed, showing the reason of notification.
- Send email - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.

Actions

Actions enable GFI Backup to run a specific task (for example, an anti-virus scan) before or after a task is executed. It also provides GFI Backup with the ability to shutdown, log off, standby or hibernate after a sync is complete. The available options are:

- **Run before Task starts** - instructs GFI Backup to run an application before sync starts. Key in or click **Browse** to specify the path of an application to launch before sync. Check **Wait for applications to end** to run sync after the selected application terminates.
- **Run after Task starts** - instructs GFI Backup to run an application after the sync task starts. Key in or click **Browse** to specify the path of an application to launch after sync. Check **Wait for applications to end** to run the application after the sync is ready.
- **Put computer in** - change the computer status after sync ends. The available options are: **Shutdown**, **Log Off**, **Standby** or **Hibernate**.

Click **Finish** to finalize new task setup.

7 Viewing tasks

7.1 Introduction

GFI Backup enables users to view and administer GFI Backup tasks.

This chapter covers the usage of the My Tasks screen.

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

7.2 Viewing tasks

1. From the GFI Backup main screen, click **Manage My Tasks** option.

2. Click any of the options to perform the following operations:

OPTION	DESCRIPTION
New Backup	Choose this option to display the **New Backup wizard** and configure a new backup task.
New Sync	Choose this option to display the **New Sync wizard** and configure a new sync task.
Start/Stop Backup	Select an existing task and click **Start** to start a backup task. Button toggles to **Stop**, which enables you to stop a task in progress.
View Task	Select an existing task and click **View Task** to view task details.
Restore	Select an existing task and click **Restore** to trigger a restore operation.
Refresh	Choose this option to refresh the current view with updated task and local file information.
Delete	Choose an existing task and click **Delete** to delete task.
View Logs	Choose **View Logs** to view application logs. Available logs are: • **Task Log -** Displays a per backup task log of the selected log. • **General Log -** Displays a general log listing all activities by the GFI Backup agent.
Import Task	Enables you to import tasks from Hard drive, CD/DVD or tape. Choose this option to choose a location from where to import tasks.
Options	Displays the **Options** dialog that enables you to configure or change various application settings. For more information on setting up GFI Backup Agent, refer to the Customizing GFI Backup chapter in this manual.
Advanced View	Displays the **Advanced view** that enables you to see more information about local files and items in selected task.

8 Customizing GFI Backup

8.1 Introduction

GFI Backup enables the customization of its behavior through the **Options** link within the GFI Backup Agent.

This chapter describes the customization of GFI Backup using the tabs in the **Options** dialog.

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

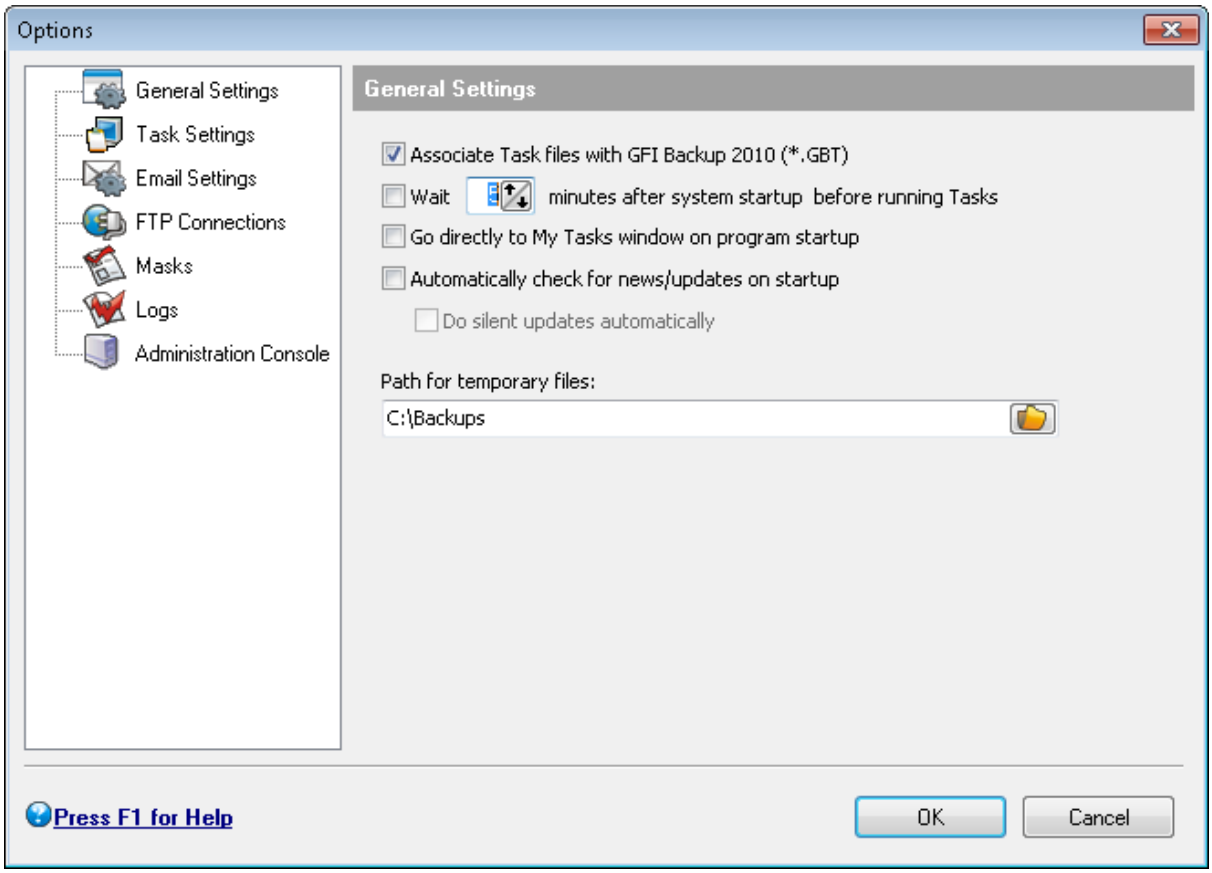
8.2 Customization options

Click **Options** link from any screen in the GFI Backup Agent to display the **Options** dialog that enables you to configure GFI Backup parameters. Select any of the tabs to perform changes.

Available tabs are:

- General Settings
- Task Settings
- Email Settings
- FTP Connections
- Masks
- Logs
- Administration Console

8.2.1 General Settings



Screenshot 28 - GFI Backup Agent - General settings

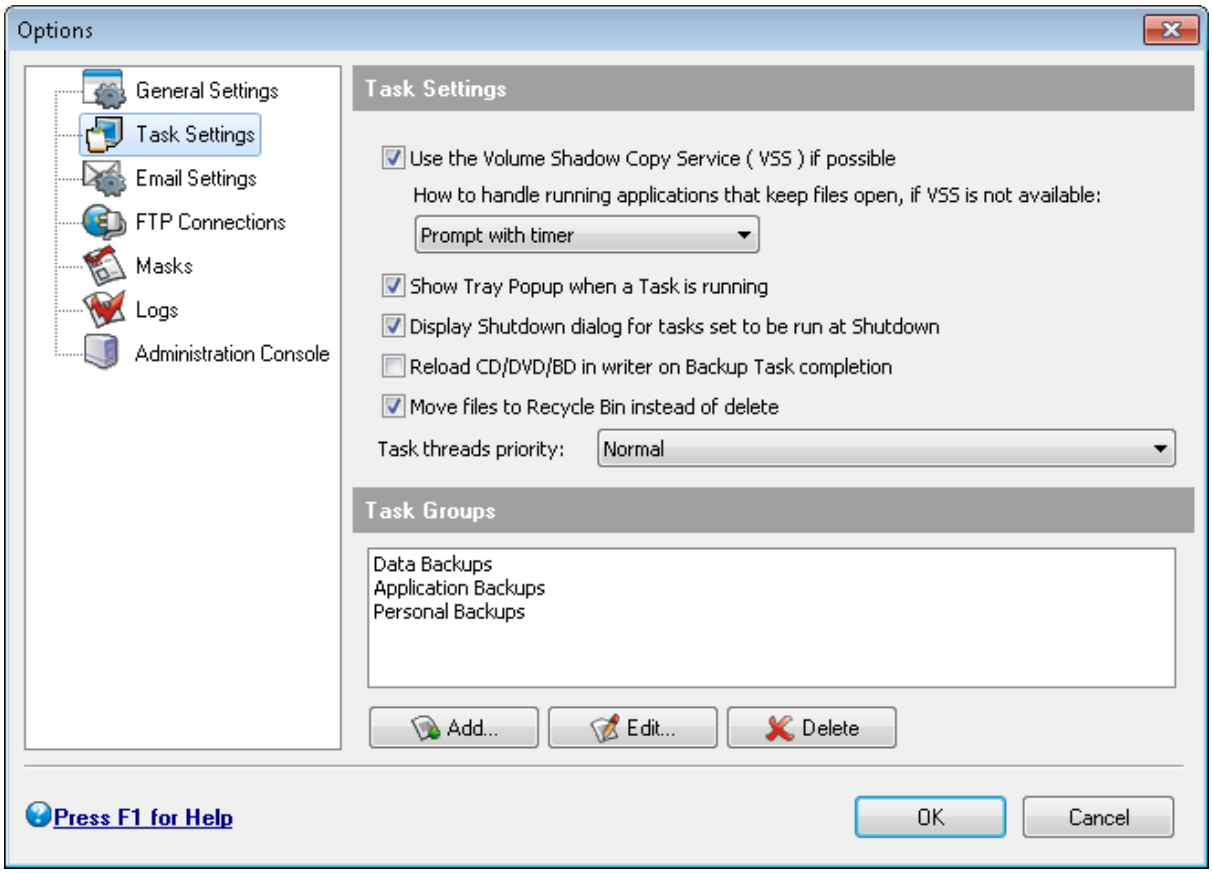
Use the **General Settings** tab to configure the following general options:

OPTION	DESCRIPTION
Associate Task files with GFI Backup 2010 (*.GBT)	Associates *.gbt files with GFI Backup. Double clicking on a *.gbt file loads the GFI Backup Agent.
Wait x minutes after system startup before running Tasks.	Prompts GFI Backup to wait for a number of minutes before a task starts. Use this option, for example, if your systems run a script or an automated process on system startup.
Go directly to My Tasks window on program startup	Instructs GFI Backup to automatically load in the My tasks screen.
Automatically check for news/updates on startup.	Instructs GFI Backup Agent to check for updates and news on GFI Backup Agent startup
Do silent updates automatically	Instructs GFI Backup to install all updates automatically without user intervention.

OPTION	DESCRIPTION
Path for temporary files	Key in a UNC path or click the **Browse** button to select the path where the temporary files created by GFI Backup during the execution of a task will be located. **NOTE:** The folder chosen must: 1. Be a shared folder accessible by all the computers from where data will be backed up. 2. Have read/write privileges assigned to the users that will access the data to back up. This depends on the data access method chosen (One account for all or Custom)

8.2.2 Task Settings

Use the **Tasks Settings** tab to view and modify settings related to how GFI Backup executes tasks and which credentials it should use to execute such tasks.

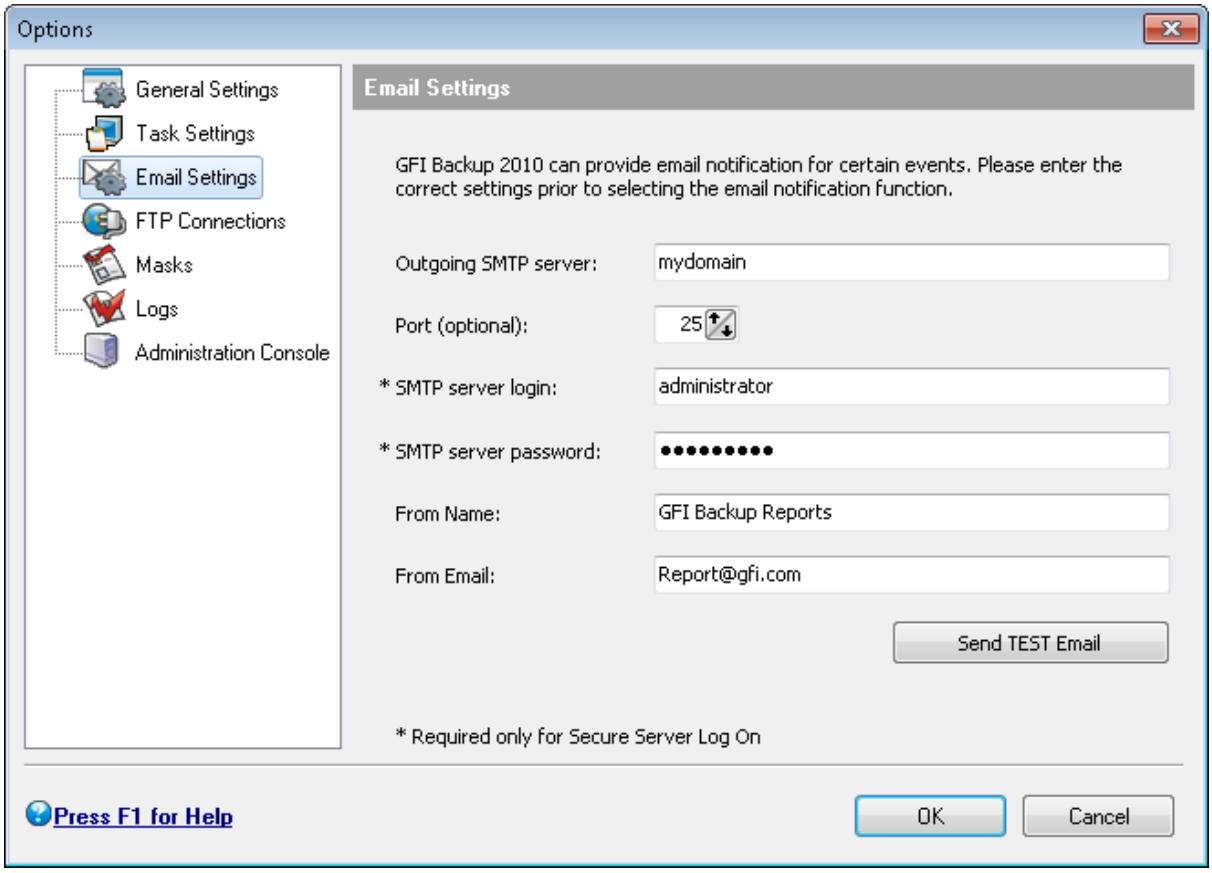


Screenshot 29 - GFI Backup Agent - Task settings

OPTION	DESCRIPTION
Use the Volume Shadow Copy Service (VSS) if possible	Enables GFI Backup to use Microsoft's Volume Shadow Copy Service that enables GFI Backup to ensure consistent backups as well as copy files currently in use. Default value is **ON**.
How to handle running applications that keep files open, if VSS is not available:	Enables you to configure a fallback mechanism in case VSS fails. Possible options include: • **Prompt without timer** - Prompts users to close open files and waits indefinitely for user input. • **Prompt with timer** - Prompts users to close open files and sets a timer. • **Cancel backup** - Cancels backup. • **Kill all** - Kills all processes that maintain open files to back up files in a reliable manner. • **Leave open** - Leaves files open and backs up only the files that it can back up. Default value is **Prompt without timer.**
Show Tray Popup when a Task is running	Enables GFI Backup to show a popup denoting that a backup or a restore is currently being performed. Default value is **ON**.
Display Shutdown dialog for tasks to be run at Shutdown	Prompts users to shutdown their computer on a task being completed. Default value is **ON**.
Reload CD/DVD/BD in writer on Backup Task completion	Prompts GFI Backup to reload CD/DVD/Blu-ray drive tray on completion of backup. Default value is **OFF**.
Move files to Recycle Bin instead of delete	Prompts GFI Backup to permanently delete files instead of putting them in Microsoft Windows recycle bin. Default value is **ON**.
Task threads priority	Enables you to configure the task thread priority for backups running on agents located on slow computers. Default value is **Normal**.
Task Groups	Enables you to configure task groups that enable tasks to be run concurrently.

8.2.3 Email Settings

Use the **Email Settings** tab to view and modify the email settings used by GFI Backup Agent to send system notifications.

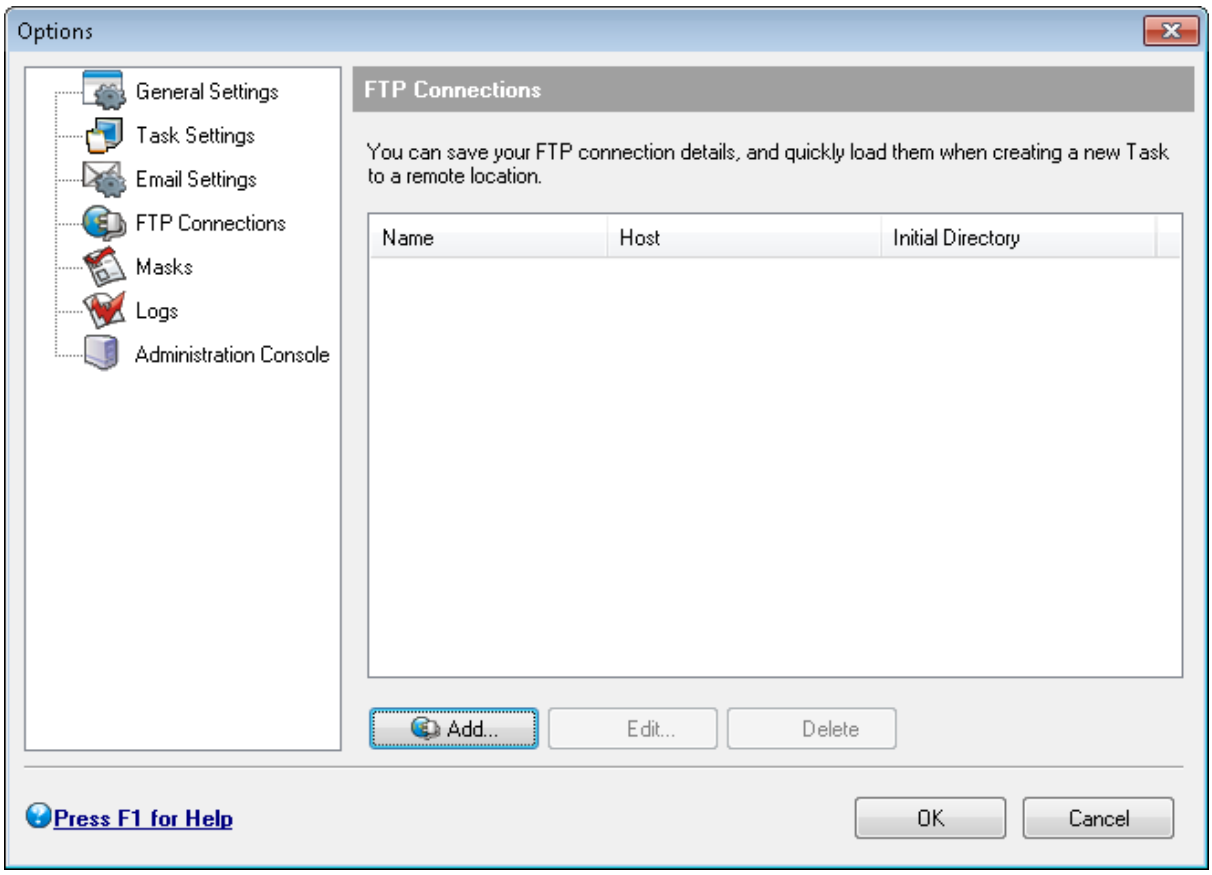


Screenshot 30 - Email settings

OPTION	DESCRIPTION
Outgoing SMTP server	Defines the server through which emails will are routed. This can be either an FQDN or an IP Address.
Port	**OPTIONAL** - Defines the IP port through which emails are routed. Default value is **25**.
SMTP server login & SMTP server password	Configure this option if your mail server uses secure server log on.
From Name	Defines the name displayed in the **From:** field of the email notification. Default name is **GFI Backup Reports**.
From Email	Defines the email address through which the email will be routed. Default email address is **report@gfi.com**.
Send TEST emails	Tests the email settings by sending out a test email. Specify an email address where to send the test email.

8.2.4 FTP Connections

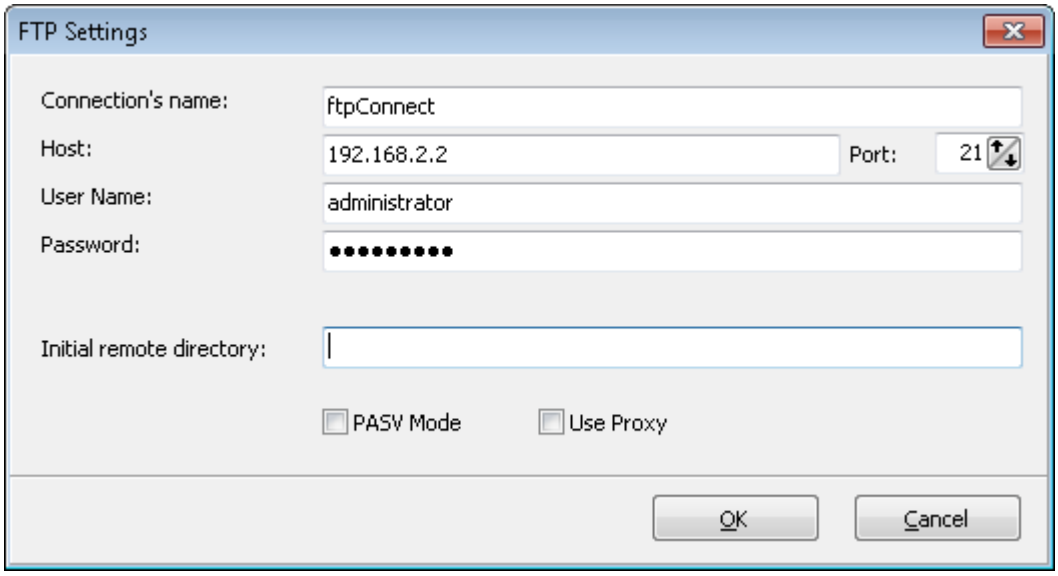
Use the **FTP Connections** tab to view, add new, or modify existing FTP connection details used when backing up data to a remote location.



Screenshot 31 - GFI Backup Agent options - FTP connections

Adding a new FTP connection

1. Click **Add…**.



Screenshot 32 - FTP Connections dialog

2. Key in **Connection's name**, **Host**, **Port**, **User Name** and **Password** details to be used for the new FTP connection.

3. Key in the **Initial remote directory** and select **PASV Mode** option to use a passive mode connection.

4. Select **Use Proxy** and click **View Proxy Settings** to view and configure the proxy settings to use to connect to the remote FTP location.

5. Click **OK** to save settings or **Cancel** to discard connection setup.

Editing an existing FTP connection

1. Select an existing FTP connection and click **Edit**.

2. Review the existing details already configured within the FTP settings page and either click **OK** to save settings or click **Cancel** to discard connection setup.

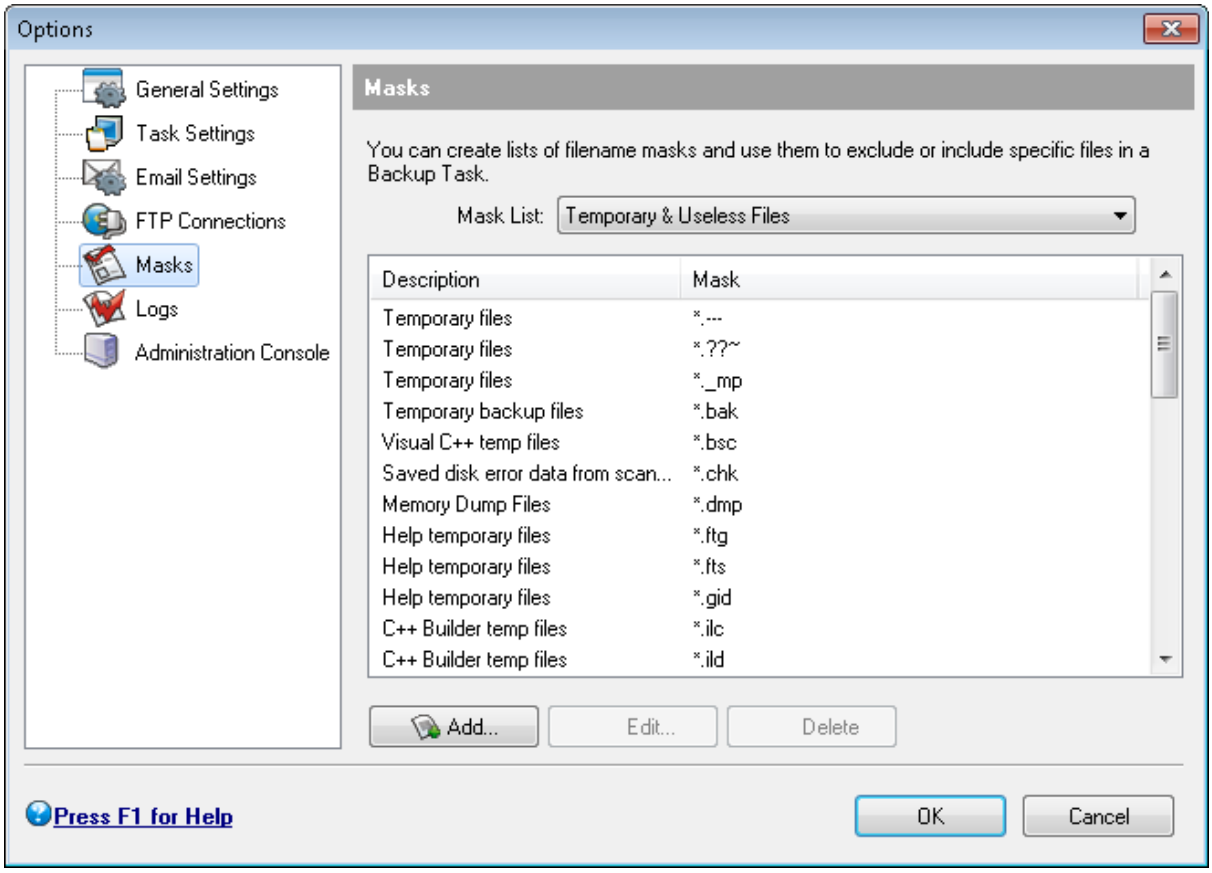
Deleting an existing FTP connection

1. Select an existing FTP connection and click **Delete**.

2. In the confirmation dialog displayed, click **Yes** to delete FTP connection or **No** to retain connection setup.

8.2.5 Masks

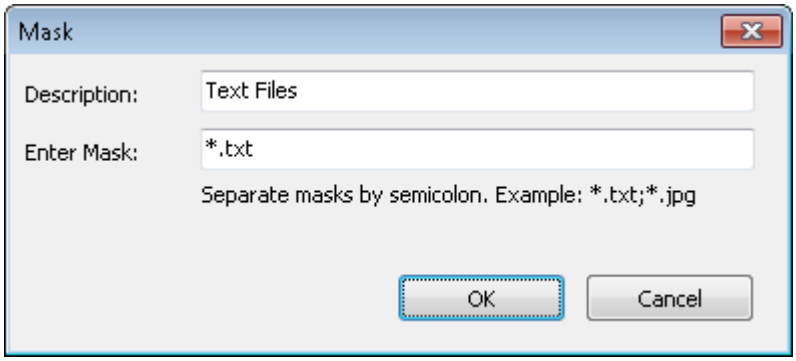
Use the Masks tab to view, add new, or create existing filename masks to include or exclude specific files in a Backup Task.



Screenshot 33 - GFI Backup Agent options - Masks

Adding a new mask

1. Choose an option as displayed in the **Mask List:** drop-down box.



Screenshot 34 - Adding a new mask

2. Click **Add…** and key in a description and file extension mask value in the **Description** and **Enter Mask** fields respectively.

3. Click **OK** to save settings or **Cancel** to discard mask settings.

Editing an existing mask

1. Select an existing mask and click **Edit**

2. Modify the description and value in the **Description** and **Enter mask** fields respectively.

3. Click **OK** to save settings or click **Cancel** to discard mask settings.

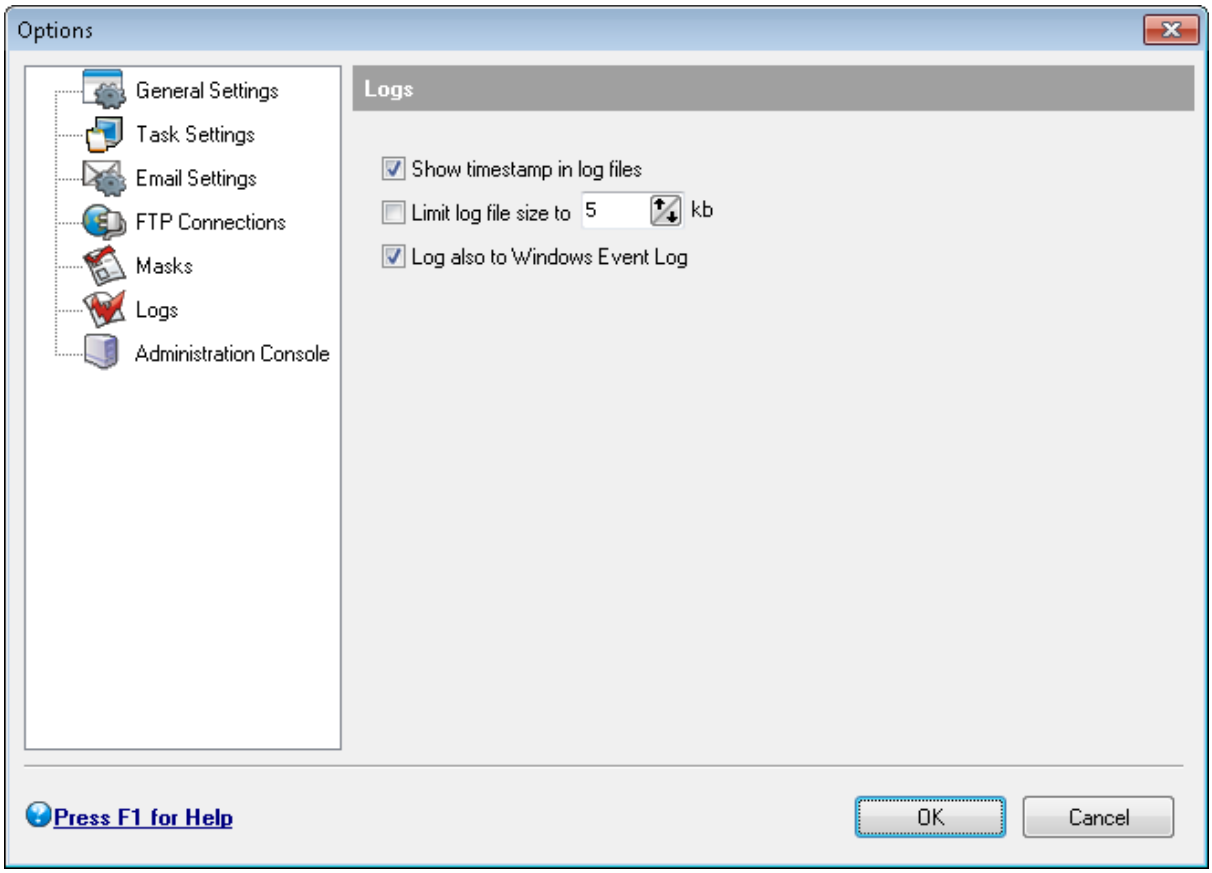
Deleting an existing mask

1. Select an existing mask and click **Delete**

2. In the confirmation dialog displayed, click **Yes** to delete mask settings or **No** to retain previous mask settings.

8.2.6 Logs

Use the **Logs** tab to review and change settings related to how to display and maintain log files in GFI Backup.

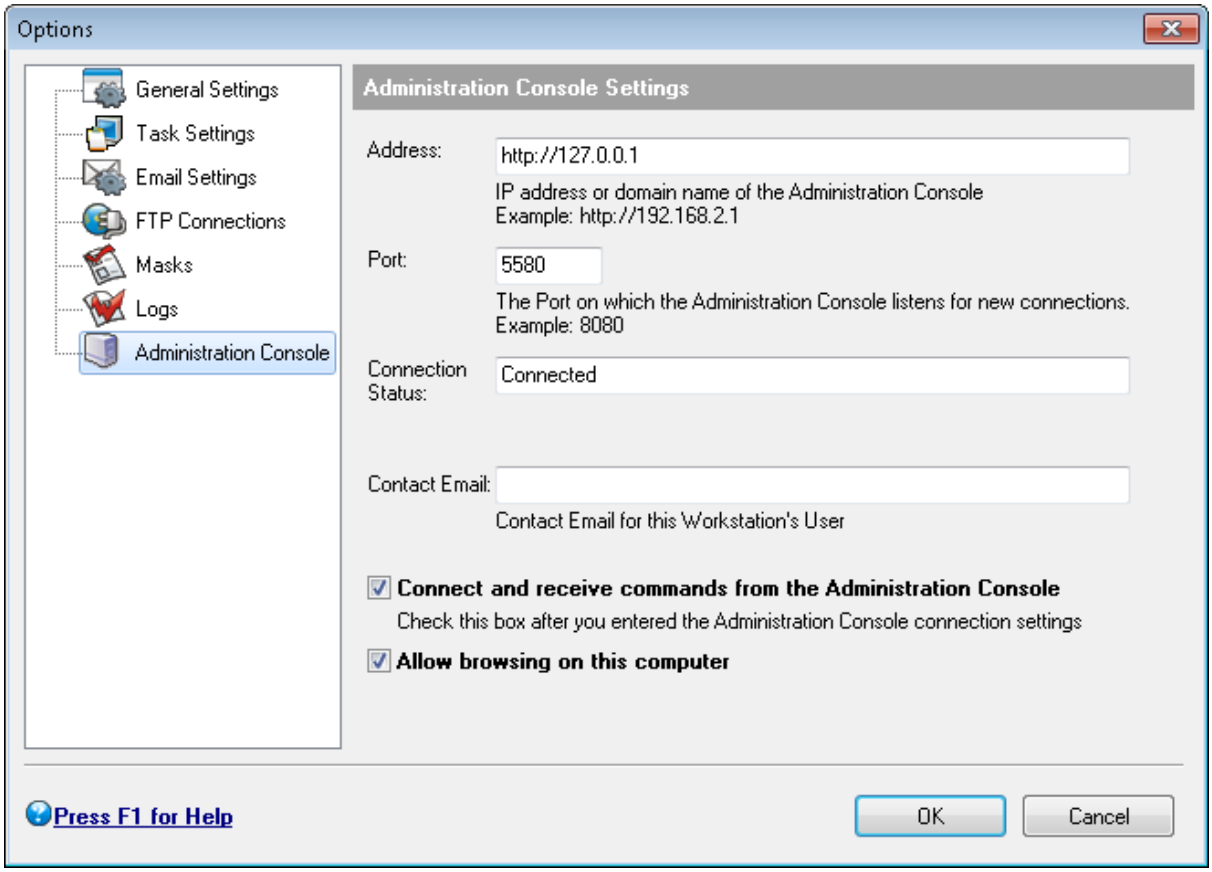


Screenshot 35 - GFI Backup Agent options - Logs

OPTION	DESCRIPTION
Show timestamp in log files	Instructs GFI Backup Agent to include a timestamp in the log file created. Default value is **ON**.
Limit log file size to x **kb**	Instructs GFI Backup to limit the log file size to a specific number of kilobytes. Default value is **OFF**.
Log also to Windows Event Log	Check this option to add log events generated by the GFI Backup Agent to the Windows Event log. Default value is **ON**.

8.2.7 Administration Console

Use the **Administration Console** tab to review and change the settings that instruct GFI Backup Agent how to connect to the GFI Backup Administration Console.



Screenshot 36: Screenshot 35 - GFI Backup Agent options - Logs

OPTION	DESCRIPTION
Address	Define the IP address or domain name of the computer where the GFI Backup Administration Console is installed.
Port	Define the IP port through which communications are routed. Default value is **5580**
Connection Status	Displays the status of the connection to the computer where GFI Backup Administration Console is installed.
Contact Email	Displays and allows the keying in of the email address of the user of the workstation where GFI Backup Agent is installed.
Connect and receive commands from the Administration Console	Enables/Disables the connection to the GFI Backup Administration Console. Default value is **ON**.
Allow browsing on this computer	Enables/Disables browsing by user on the computer where the GFI Backup Agent is installed. Default value is **ON**.

9 Troubleshooting and support

9.1 Introduction

This chapter explains how to resolve any issues encountered during the use of GFI Backup Agent. The main sources of information available to solve these issues are:

- This manual - most issues can be solved through the information in this manual.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

9.2 Common Issues

ISSUE ENCOUNTERED	SOLUTION
GFI Backup does not back up open files.	**Cause** There might be a problem with Volume Shadow Copy Service (VSS). **Solution** Refer to http://kbase.gfi.com/showarticle.asp?id=KBID003549 for a detailed procedure on how to solve VSS issues.
"Access to agent application blocked by administrator" message is returned when trying to load GFI Backup Agent or when trying to access any of its features from the system tray icon.	**Description** User has not been granted access to GFI Backup Agent functionality by system administrator. **Solution** Ask your system administrator to grant you access to GFI Backup Agent functionality. For more information on how user permissions are assigned, refer to the GFI Backup User Guide available from: http://www.gfi.com/business-backup-software/manual

ISSUE ENCOUNTERED	SOLUTION
GFI Backup Agent cannot connect to GFI Backup Administration Console.	**Possible causes** 1. Communication between computer running GFI Backup Administration Console and computer running GFI Backup Agent is lost. 2. GFI Backup Agent is not installed incorrectly. 3. TCP ports 5580 and 5543 are blocked. 4. Computer running GFI Backup Agent does not belong to the same domain or workgroup as computer running GFI Backup Administration Console. **Solution** 1. Ensure that the computer running GFI Backup Agent is able to 'ping' the computer running GFI Backup Administration Console. 2. Ensure that GFI Backup Agent is correctly installed on the computer from where to backup and/or restore data. 3. Ensure that your firewall settings enable communications on TCP ports 5580 and 5543 between computers. For further information on how to configure the Windows Firewall refer to: http://kbase.gfi.com/showarticle.asp?id=KBID003879 4. Contact your Systems Administrator to update the GFI Backup Agent settings to point to the correct GFI Backup Administration Console installation.

9.3 Knowledge Base

GFI maintains a comprehensive Knowledge Base repository that includes answers to the most common problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. Access the Knowledge Base by visiting: http://kbase.gfi.com/

9.4 Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting: http://forums.gfi.com/.

9.5 Request technical support

If the resources listed above do not enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online:** Fill out the support request form and follow the instructions on this page closely to submit your support request on: http://support.gfi.com/supportrequestform.asp
- **Phone**: To obtain the correct technical support phone number for your region visit: http://www.gfi.com/company/contact.htm

NOTE: Before you contact our Technical Support team, have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

9.6 Build notifications

We strongly suggest that you subscribe to our build notifications list. This way you will be immediately notified about new product builds. To subscribe to our build notifications, visit: http://www.gfi.com/pages/productmailing.htm.

9.7 Documentation

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on: documentation@gfi.com

10 Glossary

TERM	DEFINITION
Active Directory	A technology that provides a variety of network services, including LDAP-like directory services.
Advanced Encryption Standard	An encryption standard approved by and in use, amongst others, by the National Security Agency (NSA) of the U.S. Government for the encryption of sensitive material. While it is slower than ZIP encryption, it is more secure.
AES	See Advanced Encryption Standard
Advanced Intelligent Tape	A proprietary technology owned by Sony based on helical scan like DAT but different tape technology. It is not as popular as DAT due to significant cost difference and the format is considered End-Of-Life. Sony joined HP to further develop media for DAT/DDS drives.
AIT	See Advanced Intelligent Tape
Authorize agent	An operation triggered at the GFI Backup Administration Console that enables an installed agent to be used with GFI Backup.
Backup actions	Actions automatically performed by GFI Backup just before or after a backup is taken. This includes running applications (for example, anti-virus) and backup verification.
Backup destination	The location where backups will be located once a backup is completed.
Backup notifications	The visual and audio notifications displayed or sent to users on specific events being triggered, for example, send email notification on backup task successful execution.
Backup policy	Rules and procedures in force within an organization that enable that organization to take adequate amounts and types of backup. This includes testing of the restore processes.
Backup rotation scheme	A method used to backup data effectively where different media is moved from storage to use and vice versa.
Backup schedule	The schedule that the backup task will be executed upon, for example, execute weekly on Thursday at 23:00.
Backup source	The data that will be backed up by the backup task in question.
Backup window	The time period during which a system is available for backups.
Backup task name	A user-friendly name used to identify backup tasks name within GFI Backup.
Blu-ray disk	An optical disc storage medium designed to cater for capacities up to 50 Gigabytes.
Compression	A mechanism that enables the encoding of information using a reduced number of bits to represent data. This enables considerable savings in terms of storage space.
Compression level	The level of compression applied to a specific data set.
Credentials	A user name and password used to authenticate users within systems.
Daily Backup Status report	A report that enables users to keep track of the status of backup tasks on a daily basis. It is automatically generated and distributed via email on a daily basis and takes into consideration only the tasks executed during the previous 24 hours.

TERM	DEFINITION
DAT	See Digital Audio Tape
Deployment	The act of installing software on to a system, for example, the installation of the GFI Backup Agent on client computers.
Desktop applications	Applications installed on the computers where GFI Backup Agent is installed and which can be backed up by GFI Backup.
Differential Backup	A replace backup type where all the data changed since last full-backup is backed. Typically, this backup is slower to take but faster to restore.
Digital Audio Tape	The most popular tape format in use at the low end of the tape drive market. Capacities vary from 72GB to 320GB.
Digital Linear Tape	A proprietary technology owned by Quantum. DLT-V is targeted for small and medium-sized businesses while DLT-S/SDLT is a high capacity range aimed for enterprise and larger businesses. DLT-S / SDLT also supports DLT-V for backward compatibility. DLT includes WORM capability It supports Hardware compression with a compressed capacity up to 1.6TB per cartridge and also higher data throughput than DAT drives.
Disaster recovery	The process of recovering and restoring data in the eventuality of a disaster. It is highly recommended that such a process is planned, audited and tested on a regular basis.
DLT	See Digital Linear Tape
Encryption settings	The settings that enable GFI Backup to encrypt the data to back up. This includes the type of encryption (ZIP/AES) and the encryption password.
FTP location	A remote backup destination accessible via the FTP protocol where the files to be backed up by GFI Backup will be stored.
Full-Backup	A backup type where all the data will be backed up, regardless of whether this data was previously backed up or not.
Full-Backup Restore	The complete restore of a backup previously taken.
GFI Backup Agent	A software application deployed on the computers to back up data from that enables GFI Backup to collect, archive and compress data to a central backup destination.
GFI LANguard	A GFI application that provides network security scanning and vulnerability management services. Can be also used to deploy software such as the GFI Backup Agent. Refer to http://www.gfi.com/lannetscan for more information on GFI LANguard.
Hot backup	The backup of a database that has not been stopped for backup purposes.
Incremental Backup	A replace backup type where only the data changed in the period between the backup being taken and the last backup taken is backed. Typically this backup type is faster to take but slower to restore.
Item level restore	A type of backup restore where only selected files/folders/settings are restored.
LAN folder	A backup destination on a LAN where backups will be saved on the successful execution of a backup task.
Media Spanning	The process of splitting a backup task across multiple media to backup data which volume is more than what the media allows.

TERM	DEFINITION
Microsoft Volume Shadow Copy Service	A Microsoft Windows OS (Windows XP and Windows 2003 onwards) that provides the backup infrastructure for Windows based computers and servers. Also provides a mechanism for creating consistent point-in-time copies of data known as shadow copies. It is also the service through which open files can be backed up.
Linear Tape Open	An open standard for magnetic data tape storage which is supported by LTO consortium initiated by Seagate, HP and IBM. It is the product of choice for high performance backups in an enterprise and large business. LTO is cheaper and more readily available (Ultrium form factor) than DLT-S /SDLT while performance is almost the same. LTO also supports Encryption.
LTO	See Linear Tape Open
Open File Backup	The ability of a software application to take a backup of a file that is currently in use. Within GFI Backup this is possible through VSS.
Registry keys	Entries within the Microsoft Windows system file that contains varied information about the Windows operating system as well as configuration information about installed applications.
Replace Backup	A type of backup where rather than taking a full-backup, only the files that changed since the last backup are archived. This data replaces the data in the original fileset and, due to the lower volume of data to backup, is quicker to take.
Remote Store	A backup that is permanently stored in an offsite facility for disaster recovery purposes.
Self extracting archive	A type of zip archive that requires no software for decompression.
Stack Backup	A type of backup similar to a full-backup but which append a version number to files previously backed up.
Status monitor	A visual mechanism within GFI Backup Administration Console that enables users to discover various statistics on the functions of GFI Backup.
Tape	A backup medium where data is stored on a magnetic tape.
Unauthorize agent	The process through which agents previously authorized are set an unauthorized. This invalidates the GFI Backup Agent functionality and operations (backups and restores) can no longer be performed.
User permissions	A set of rules that define what operations users can execute with the GFI Backup Agent installed on their computer.
VSS	See Microsoft Volume Shadow Copy Service
Workgroup	A Microsoft peer-to-peer computer network where members can access each other's resources such as files, printers, and internet connection.
ZIP password protection	A data compression and archive format that offers encryption mechanisms that are faster than AES but less secure.

11 Appendix 1 - System tray options

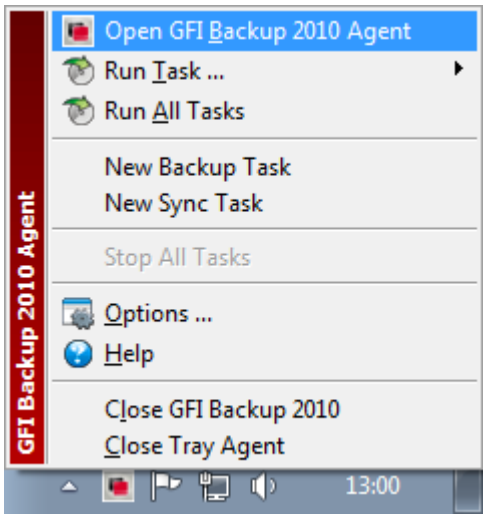
11.1 Introduction

The GFI Backup Agent system tray options enable the launching of GFI Backup tasks and access to the options and help of GFI Backup Agent without loading the GFI Backup user interface.

NOTE: Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

11.2 GFI Backup system tray

The GFI Backup system tray icon is located in the Microsoft Windows System tray area next to the computer time.



Screenshot 37 - GFI Backup Agent - System tray icon options

Right click the GFI Backup Agent icon to access the available options:

OPTION	DESCRIPTION
Open GFI Backup 2010 Agent	Launches the GFI Backup 2010 Agent user interface.
Run Task…	Enables the selection of tasks to run. Click to select a single task to run.
Run All Tasks	Choose this option to launch all GFI Backup tasks created using the installed GFI Backup Agent.
New Backup Task	Opens up the GFI Backup Agent new backup wizard which enables the set up of a new backup task. Refer to the Setting up backup tasks chapter in this manual for more information on how to configure a new backup task.
New Sync Task	Opens up the GFI Backup Agent new sync wizard which enables the set up of a new sync. Refer to the Create a new sync task section within the Sync tasks chapter of this manual for more information on how to configure a new backup task.
Stop All tasks	Instructs GFI Backup Agent to stop all tasks that are currently in process.
Options…	Launches GFI Backup Agent user interface and opens the Options screen. For more information on the GFI Backup Agents options refer to the Customization options chapter in this manual.
Help	Launches GFI Backup Agent Help File.
Close GFI Backup 2010	Instructs GFI Backup Agent to close User Interface.
Close Tray Agent	Instructs GFI Backup Agent to close the system tray icon.

Index

A

Active Directory 61
adding a new backup task 4
AES (Advanced Encryption Standard) 61
AIT (Advanced Intelligent Tape) 61
authorizing agents 61

B

backup actions 61
backup data to tape 19
backup destination 61
backup notifications 61
backup policy 61
backup rotation scheme 61
backup schedule 61
backup source 61
backup task
  Destination tab 6
  events - Actions 13
  events - Notification Settings 13
  Events tab 12
  General tab 4
  options - Backup Type 10
  options - Compression Settings 9
  options - Encryption Settings 10
  Options tab 9
  Scheduler tab 11
  source - Email 5
  source - Files/Folders 5
  source - Servers 6
  Source tab 5
backup task name 61
backup window 61
Blu-ray disk 61
Build Notifications 59

C

Common Issues 57
compression 61
compression level 61
create a new sync task 33
creating a new Microsoft SQL Server
  backup task 24
credentials 61

D

Daily Backup Status report 61
DAT (Digital Audio Tape) 62
deleting tasks 14
deployment 62
desktop applications 62
differential backups 62
disaster recovery 62
DLT (Digital Linear Tape) 62
Documentation 59

E

encryption settings 62

F

FTP location 62
full-backup restore 62
full-backups 62

G

GFI Backup
  system tray 65
GFI Backup Agent 62
GFI LANguard 62
Glossary 61

H

hot backup 62

I

incremental backups 62
item level restore 62

K

Knowledge Base 58

L

LAN folder 62
LTO (Linear Tape Open) 63

M

media spanning 62
Microsoft SQL Server backup task
  Destination tab 25
  Events tab 27
  General tab 24
  Options tab 26
  Scheduler tab 27
  Source tab 24
modifying existing backup tasks 14

O

open file backup 63
Options dialog
  Administration Console tab 54
  Email Settings tab 49
  FTP connections - adding a new FTP connection 50
  FTP connections - deleting an existing FTP connection 51
  FTP connections - editing an existing FTP connection 51
  FTP Connections tab 50
  General Settings tab 46
  Logs tab 53
  masks - adding a new mask 52
  masks - deleting an existing mask 53
  masks - editing an existing mask 53
  Masks tab 51
  Task Settings tab 47

R

registry keys 63
remote store 63
replace backups 63
restore data from tape 20
restoring a Microsoft SQL Server backup 29
restoring an entire Microsoft SQL Server backup 31
restoring complete backups 15
restoring individual files or folders of a Microsoft SQL Server backup 32
restoring individual/multiple items from backup 16
running Microsoft SQL Server backup tasks 27

S

self extracting archive 63
stack backups 63
starting previously created tasks 13
status monitor 63
stopping tasks in progress 14
supported tape drives 19
sync task
  events - Actions 42
  events - Notification Settings 42
  Events tab 41
  First Location tab 35
  General tab 33
  Scheduler tab 39
  Second Location tab 36
  synchronization - Conflict Settings 38
  synchronization - Issue Resolution 38
  Synchronization tab 38
system tray options 65

T

Tape 63
Technical Support 58
Troubleshooting and support 57

U

unauthorizing agents 63
user permissions 63

V

viewing tasks 43
VSS (Microsoft Volume Shadow Copy Service) 63

W

Web Forum 58
workgroup 63

Z

ZIP password protection 63